TELECOMMUNICATIONS

2N® NetStar

Assistant

User Manual

Version 3.0.0

www.2n.cz

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1 About 2N® NetStar Assistant Application

This application helps users work with the PBX more efficiently giving them comfortable access to information on their telephone line traffic. It combines CTI telephony with telephone line operation allowing the user to monitor the call history, send and receive text messages, comfortably define profiles and time conditions, program telephone buttons or ringing modes, manage the user telephone directory and make use of many other convenient options.

The application is run in an Internet browser. The recommended monitor resolution is 1024 x 768 pixels. This manual will give you a complete guide to the application and quick navigation to selected items. Refer to the application HELP item for more details.

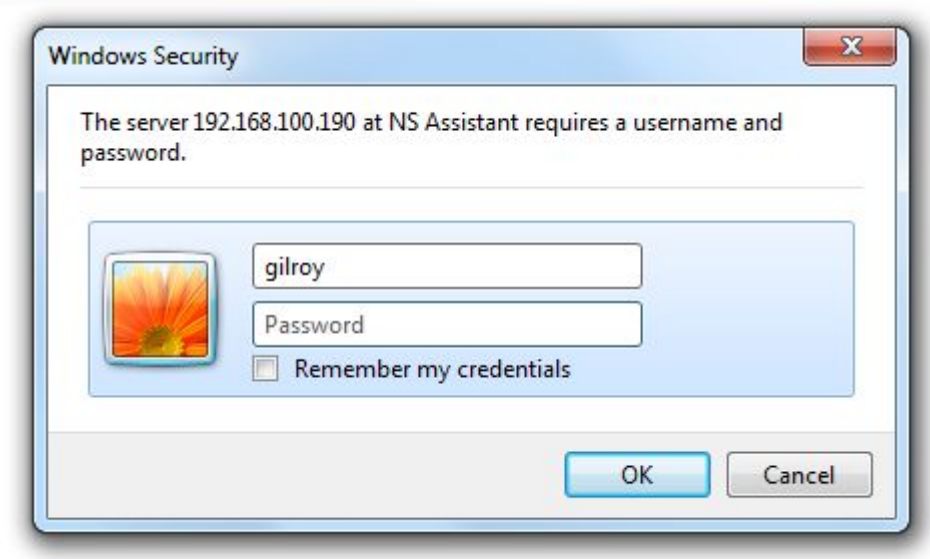
2 Start Application

Here is what you can find in this section:

- **First Launch**
- **Main Toolbar Menus**
- **NetStar Assistant Server - Installation**

2.1 First Launch

Enter your PBX address as communicated by your IT administrator into a web browser. For example: http://192.168.100.100, or, if domena name is set for the defined IP address by the network administrator, the access address may be http://netstar.firma.cz . Now fill in your username (as defined by the administrator), leave the password empty and press OK for confirmation.



You will be asked to change the password after the first login. However, you need not change the password after the first login, you can change it any time later. You will automatically proceed to the password editing page upon login until you change the password. In this menu, you can also select the language mutation for interface comunication. You can change either item any time later. Push the Modify button for confirmation.

Modify user password 'Matt Gilroy'
Login name:
gilroy
Language:
English
Current password:
New password:
Confirm new password:
After first login is strongly recommended to change user password. Dialogue will appear as first dialogue, until user parameters will not change.
Password and other parameters you can change at page Settings. There you can also download application Tray launcher, which allows faster start of Assistant in Microsoft Windows environment.
Modify
Reset

2.2 Main Toolbar Menus

The main toolbar menus helps you browse through 2N® NetStar Assistant windows. The figure above shows the standard main toolbar view with default user right settings, which may change according to the current user right settings. All the main toolbar menus are described below.

• **Listings** - this menu provides call history, SMS history, telephone directory items and a list of 2N® NetStar PBX service access codes. If defined in the user rights, management of conference rooms and recorded calls can be displayed too. If the logged-in user role is Manager, telephone directories, recorded call and call history of the whole company are displayed.
• **User settings** - this menu helps you manage your PBX account, personal profiles, PBX user right settings and ringing tone settings. If set so in the user rights, the PBX user hierarchy and sessions of currently logged-in users can be displayed in this menu.
• **Telephones** - the menu provides all user terminal settings, including speed dialling buttons, volume control and information to be displayed on 2N® OptiSet, 2N® StarPoint and 2N® OpenStage digital telephones.
• **Operator** - this menu is accessible with authorisation only. You can define operator stations and station groups to be monitored, and transfer and forward calls between such stations using CTI in the Assistant. In addition, you can control bundles here.
• **Hotel** - this menu is accessible with authorisation only. It is used for easy room station operation, emergency alerting and alarm clock control when the PBX is configured in the Hotel mode.
• **Configuration** - this menu is accessible with authorisation only. It helps you monitor licences, PBX HW and SW settings and 2N® NetStar Assistant administration settings comfortably.
• **Favourites** - here you can set direct access to all 2N® NetStar Assistant pages.
• **Help** - opens a Help window for the 2N® NetStar Assistant application.
• **Matt Gilroy** - displays the name of the currently logged-in user.
• **Profile: none** - this menu helps you directly set a profile for the currently logged-in user, and, after clicking, you proceed to a profile adding and managing menu. You can also create user time conditions and assign them to profiles here.
• **Logout** - use this option to log out when you have finished your work.

2.3 NetStar Assistant Server – Installation

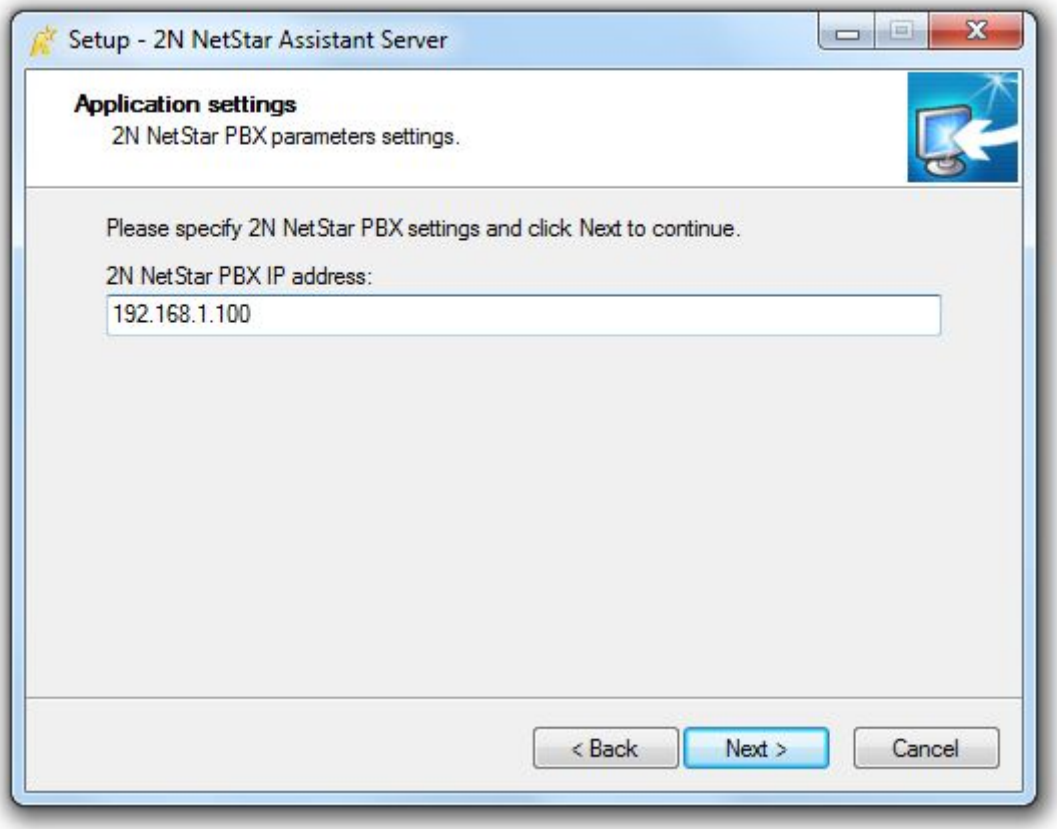
To be used efficiently, the 2N® NetStar Assistant Server has to be installed on a pre-prepared server or server PC. Refer to the 2N® NetStar Administrator installation directory for 2N® NetStar Assistant Server installation. The benefits of the use of the 2N® NetStar Assistant Server include a higher number of concurrent connections to 2N® NetStar Assistant and secured https:// connection.

2N® NetStar Assistant Server Installation

Having started the application, select a language for installator communication. This selection does not affect the resultant language of the web application, which is set in the connected PBX. Check the 2N® Netstar Assistant version in the next window for compliance with your PBX firmware or ask your PBX administrator if necessary. Otherwise, your application will not work. The installation wizard will ask for agreement with the licence terms and conditions. Please read the terms and conditions and select Agree... and then click on Next.

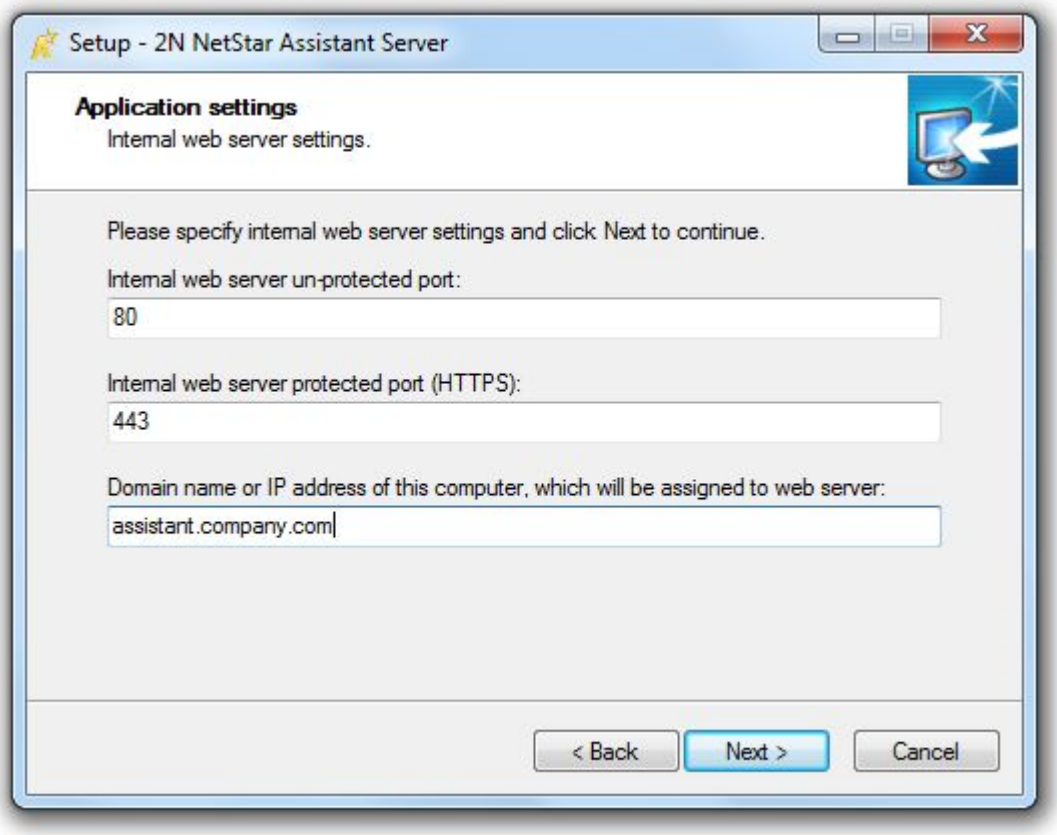
Enter your name and company in the Personal data window and push Next to continue.

Now enter your 2N® Netstar PBX IP address as communicated by your administrator.


Setup - 2N NetStar Assistant Server
Application settings
2N NetStar PBX parameters settings.
Please specify 2N NetStar PBX settings and click Next to continue.
2N NetStar PBX IP address:
192.168.1.100
< Back
Next >
Cancel

The following window displays pre-defined basic port settings as used by the 2N® Netstar Assistant Server and the currently used PC domain name. If the PC you are

currently using for installation contains another application that uses the same ports (Microsoft IIS, e.g.), modify the ports to avoid collision. Remember to enter the server address with the correct port in that case. If there is no port collision, leave the pre-defined values unchanged and click on Next to continue.

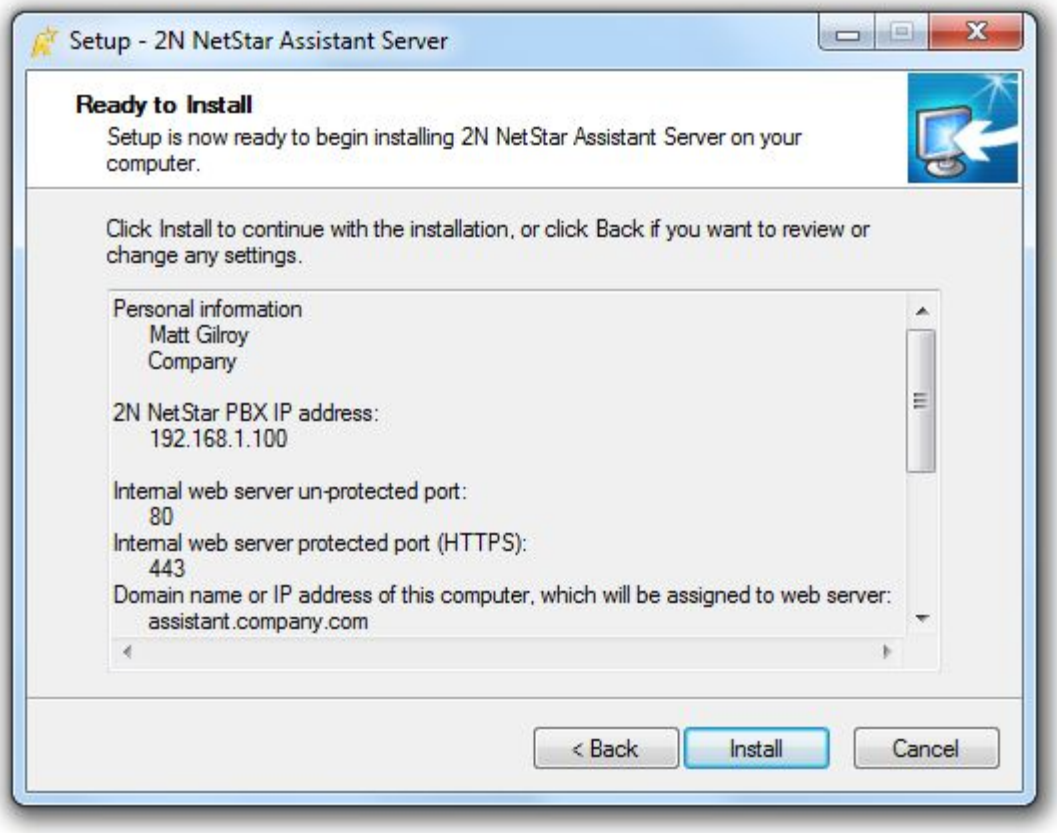

Setup - 2N NetStar Assistant Server
Application settings
Internal web server settings.
Please specify internal web server settings and click Next to continue.
Internal web server un-protected port:
80
Internal web server protected port (HTTPS):
443
Domain name or IP address of this computer, which will be assigned to web server:
assistant.company.com
< Back
Next >
Cancel

The installation wizard will ask you for installation location for the 2N® NetStar Assistant Server.

Caution!

- The installation requires 13.4 MB of free disk space at least.

It will ask you for location of the application shortcut icon in the Start menu and on the desktop as required. Now the wizard is ready to install the 2N® NetStar Assistant Server and displays a list of set parameters.

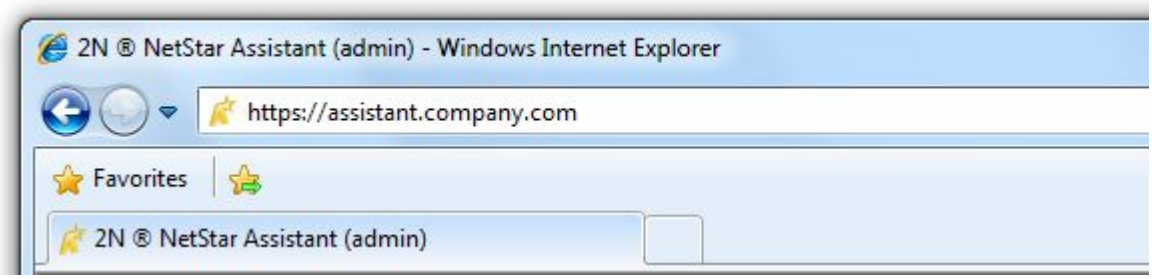

Setup - 2N NetStar Assistant Server
Ready to Install
Setup is now ready to begin installing 2N NetStar Assistant Server on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Personal information
Matt Gilroy
Company
2N NetStar PBX IP address:
192.168.1.100
Internal web server un-protected port:
80
Internal web server protected port (HTTPS):
443
Domain name or IP address of this computer, which will be assigned to web server:
assistant.company.com
< Back
Install
Cancel

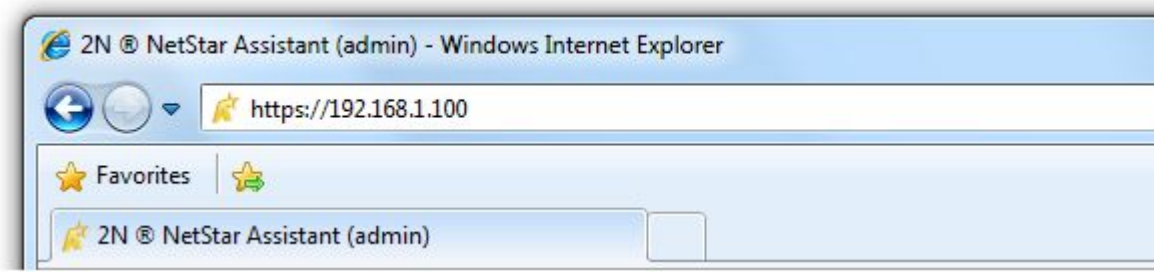
Check the set parameters carefully as you will not be able to change them after installation without reinstallation. In case you find a mistake, push Back to return to the window concerned. If all parameter settings are correct, push Install to install the 2N® NetStar Assistant Server.

The 2N® NetStar Assistant webserver service with the appropriate IP address is launched automatically upon installation. If the automatic launch failed for some reason, start the service manually. Now the 2N® NetStar Assistant Server is ready for use.

2N® NetStar Assistant Server Use

Open the web browser to be used. The optimum option is Microsoft Internet Explorer for the 2N® NetStar Assistant Server. Enter the IP address or the active PC domain name into the URL row. For example:


2N ® NetStar Assistant (admin) - Windows Internet Explorer
https://assistant.company.com
Favorites
2N ® NetStar Assistant (admin)



Confirm the address. The security certificate approval page gets displayed. Add a security exception for this server. Now the login window gets displayed. Log in as described in Subs. 1.1.First Start.

Single PC Launch of Multiple 2N® NetStar Assistant Servers

This setting is not recommended but may be used if the following conditions are met:

- The 2N® NetStar Assistant Servers may not be installed in identical directories!
- The 2N® NetStar Assistant Servers may not use identical TCP ports!

Warning

n If you install another 2N® NetStar Assistant Server with a different IP address into a directory with your current 2N® NetStar Assistant Server, the Apache web server function may be blocked and none of the servers can probably work or be uninstalled. In that case, contact your PBX administrator. Refer to www.FAQ.2n.cz for frequently asked questions or contact the 2N Telekomunikace a.s. Technical Support department.

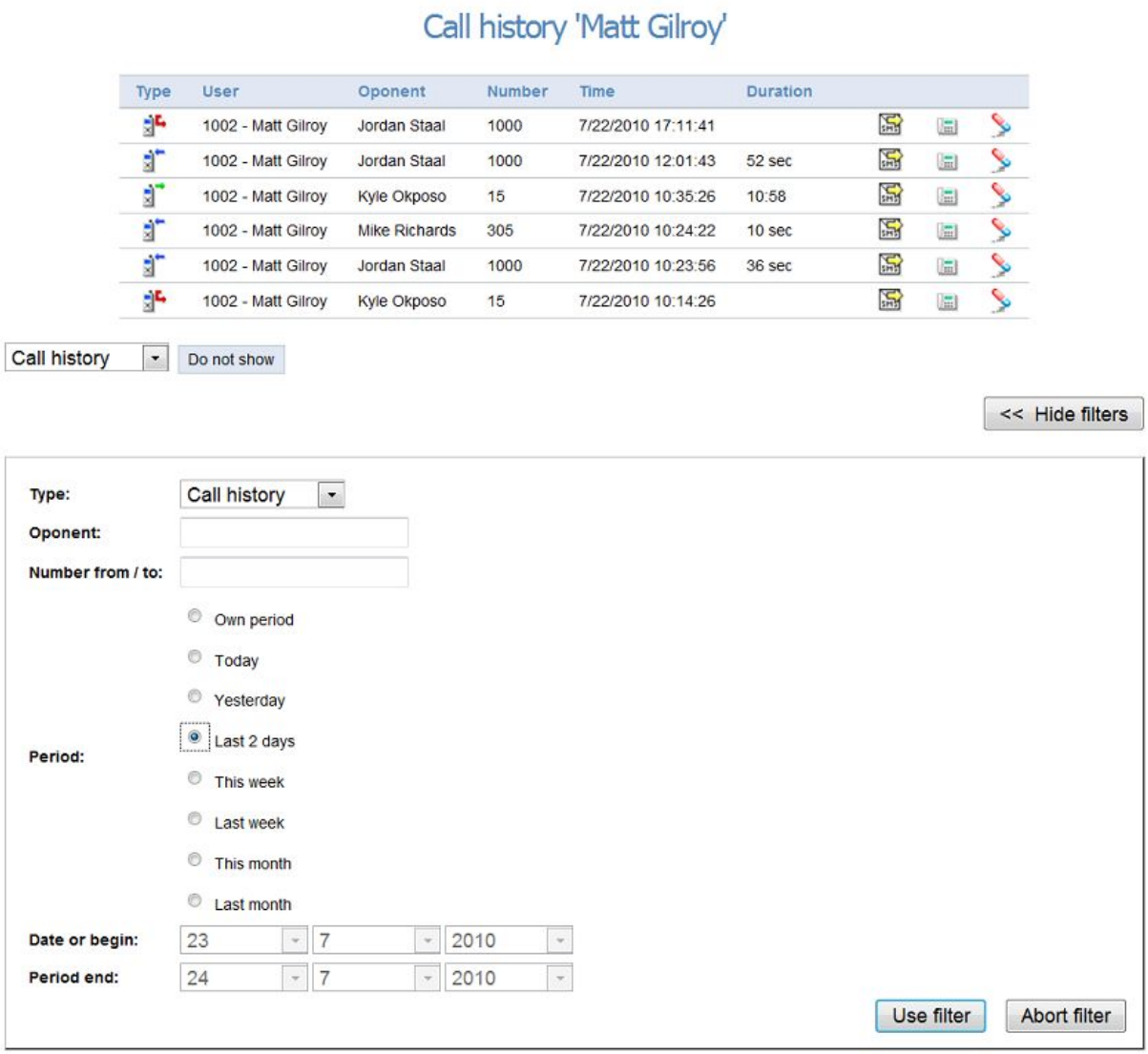
3 Quick Navigation

Here is what you can find in this section:

- **Call History**
- **Personal Profile**
- **Telephone Directory**
- **Favourites**
- **Acces Pasword**
- **Language Selection**
- **SMS Messages**
- **Application Help**
- **Services**
- **Call Forwarding**
- **Ringing Tones**

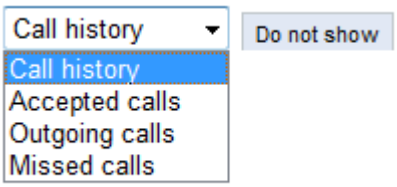
3.1 Call history

Click on the Listings menu, or on Homepage and then on Call history to view your call history. The list of calls shows missed, incoming and outgoing calls including call duration and data on the calling/called users. You can send an SMS or call to a selected contact, or hide a selected list row.



You can filter calls according to variable parameters to find calls according to a time period or number more easily and quickly than by sequentially searching the list. Filtering helps classify missed, outgoing and answered calls, calls according to the opponent's name and called/calling number. The most frequently used time periods are pre-defined such as the last two days, this month, or as you select by specifying the period beginning and end. Click on the Use filter to activate the filter. Click on Abort filter to cancel an inconvenient filter and set a new one. You can hide the function again after filtering by pushing the Hide filters button.

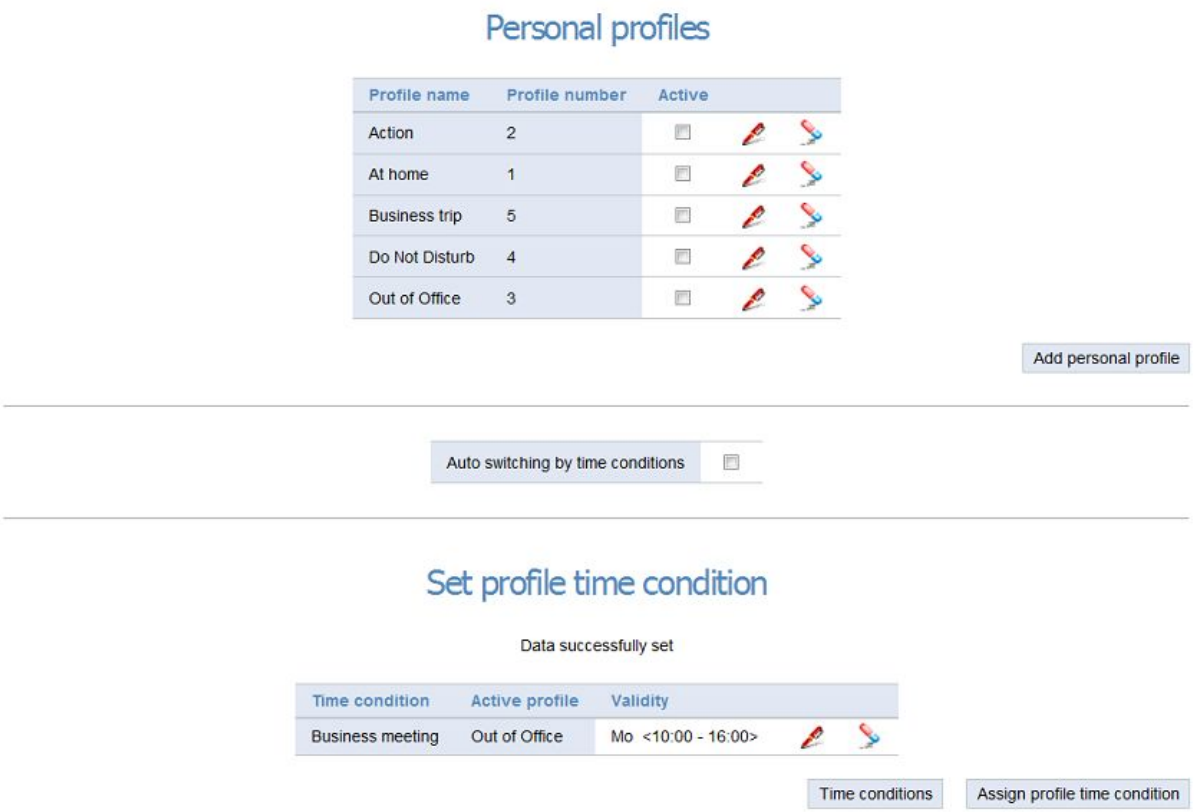
The Call history section includes a menu that helps you select displayed items. It is not a filter but a function that deletes selected items from the 2N® NetStar Assistant application and 2N® StarPoint telephone menu listings leaving them in the AOC record for later billing purposes. This function can only be used for the data that are available to the application at the moment. This means that if the Do not show outgoing stations function is enabled, for example, outgoing calls are not visible in the listing. However, any outgoing call made from the station will be displayed in the listing again.



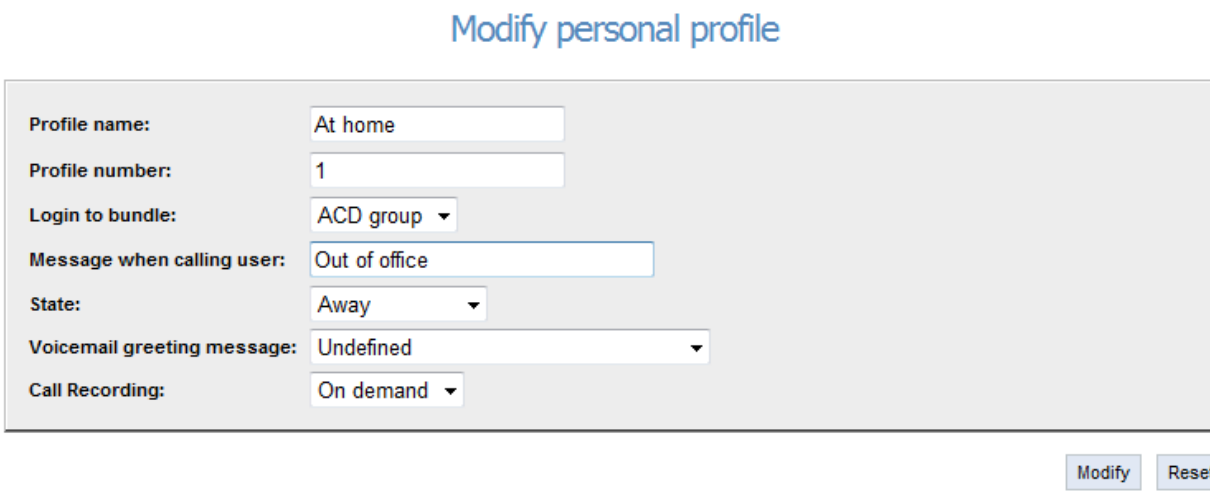
Once selected and thus non-displayed calls cannot be redisplayed.

3.2 Personal Profile

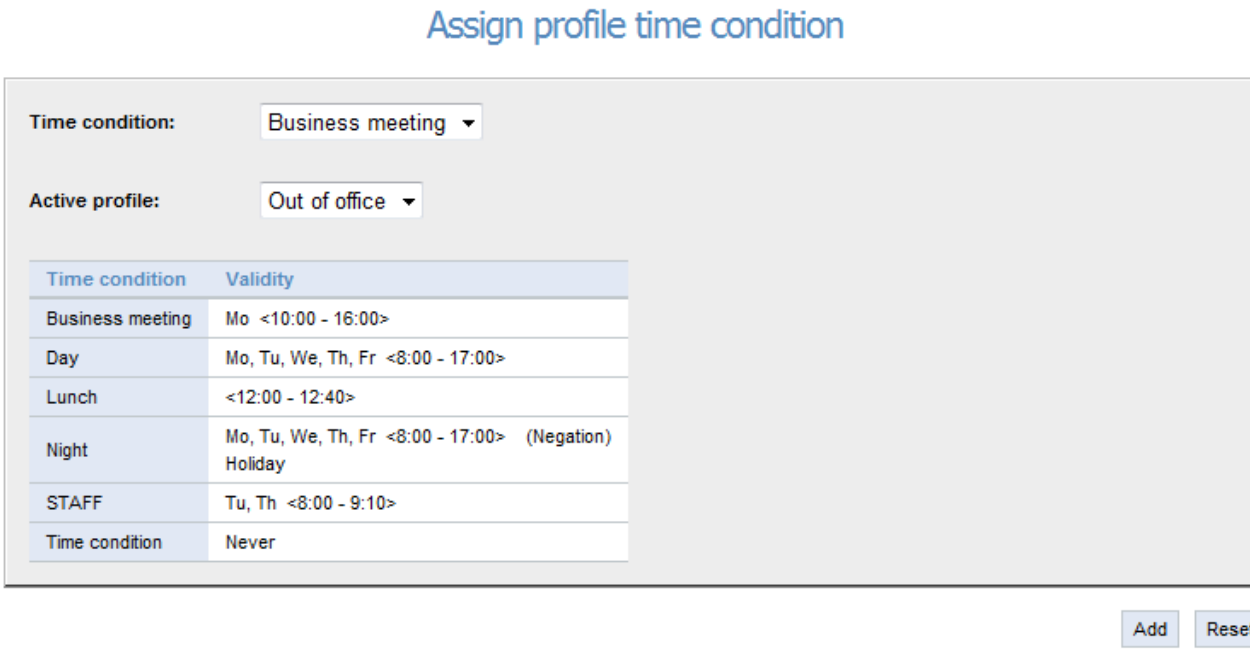
Click on the User settings menu and then on Personal profiles, or on the Profile toolbar item to work with user profiles. You will be forwarded to the Personal profiles page. There is a table with your profiles in the upper part of the screen, where you can activate, edit or delete a profile. Click on Add personal profile to create a new profile. The maximum count of profiles per user is eight.



Press Edit to modify an existing profile or set a new one. You get into the Modify personal profile window, where you can change the profile name and/or number. Doing so, make sure that the profile numbers are not identical. You will be notified of an error if any. In addition, you can make assignment to bundles that have been made accessible to you by the Administrator or bundle Manager. Once defined, the user call message will be displayed to the calling users on their 2N® StarPoint key system phones. Once defined, the state will be displayed in the connected 2N® NetStar Operator and 2N® NetStar Communicator applications. It can also be used for state mapping according to MS Outlook calendars in the above mentioned applications. Once defined, the VoiceMail welcome note will be played to the people using your VoiceMail system. Use the Call recording item to specify the type of recording for a selected profile. Click on Modify to confirm and save the changes. If you are not sure, click on Default to restore the factory settings.



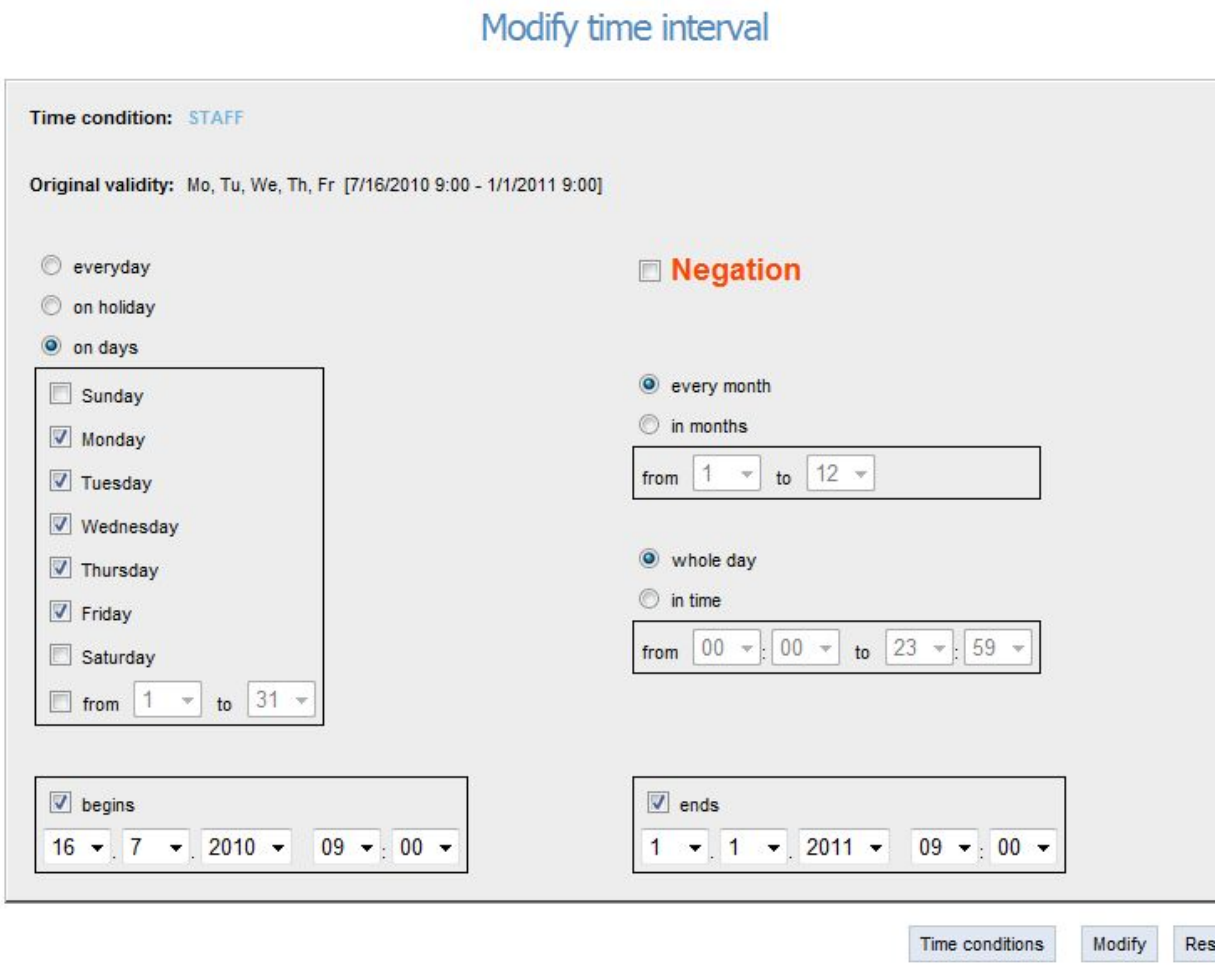
You can also enable and disable profiles using time conditions. One profile can be assigned to one time condition. One and the same profile, however, can be assigned to different time conditions. Select the Switch profiles automatically option to switch user profiles according to time conditions. Click on Assign profile time conditions and then select the time condition and the profile for assignment. There is a list of all PBX time conditions in the bottom part. Push Add to save the setting.



Warning!

- **If the Switch profiles automatically option is enabled, the profiles switch according to the rules defined in the Profile time conditions window. However, by changing a profile manually or using the 2N® NetStar Assistent, a service, a key system phone button or the 2N® StarPoint menu you deactivate the automatic profile switching and have to re-activate the function if necessary.**

If no suitable time condition is available to you, ask your 2N NetStar administrator to create one or create a time condition of your own. To do so, click on the Time conditions button to display the list of all PBX time conditions. Then click on Create new time condition, enter your condition name and push Add for confirmation. However, the validity of the time condition you have created is Never. Therefore, click on Edit to open the Modify time condition window, where you can change the name and, particularly, the validity term for your time condition. Every time condition may have multiple validity terms but you need just one for your needs. Push Edit to open the Modify time interval window.

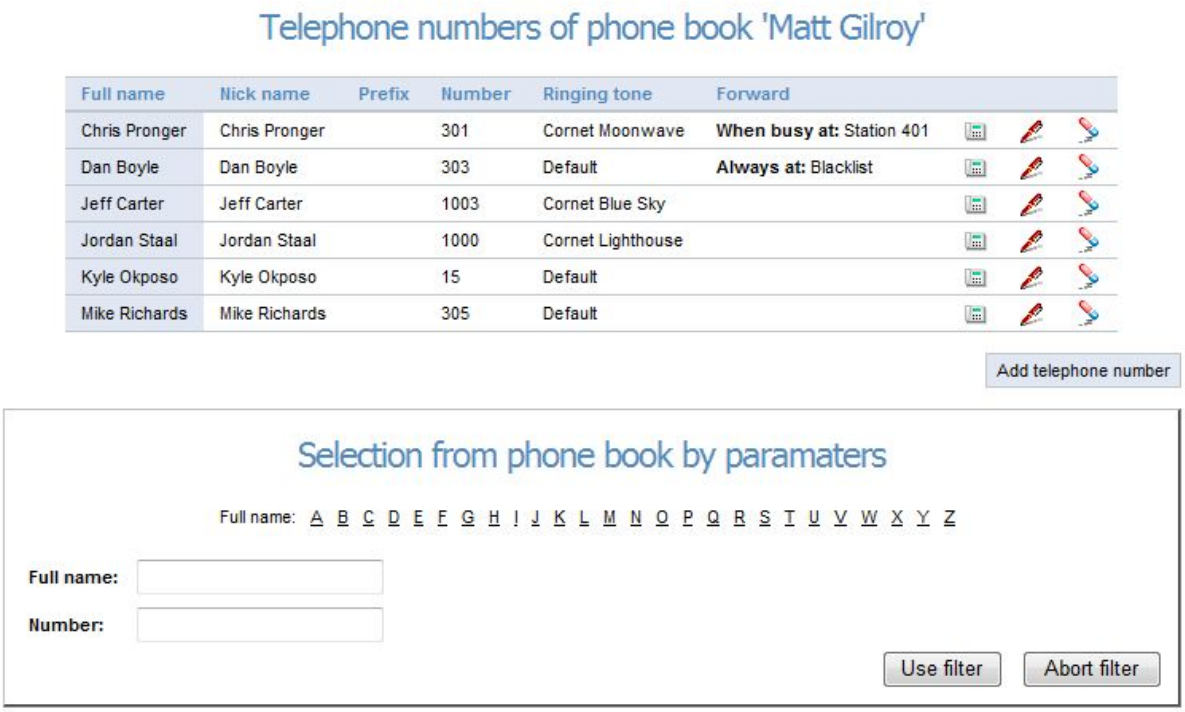


Set the time condition validity intervals according to your needs in this menu. Select any item from the available options. The time condition validity shown in the figure below includes every workday plus Sundays, every month and whole day from July 16, 2010 till January 1, 2011.
The following rules have to be obeyed while setting validity:

1. **If used, the 'from - to' data must represent valid days and time values. If both values ('from' and 'to') are defined, then the 'from' value must not be higher than the 'to' value.**
2. **If a bank holiday is selected, no other selections may be made (except for interval negation).**
3. **If a day is selected, the 'from' and 'to' values must range within 1-31 and the 'from' value must not be higher than the 'to' value.**
4. **If a month is selected, the 'from' and 'to' values must range within 1-12 and the 'from' value must not be higher than the 'to' value.**
5. **If a time value is selected, the 'from' and 'to' values must range within 0-23 for hours and within 0-59 for minutes and the 'from' value must not be higher than the 'to' value for the whole time value (hour + minute).**
6. **If negation is selected, validity of the whole time conditon is negated.**

3.3 Telephone Directory

Click on the Listings menu and then on the Telephone directory item to view, modify and use the telephone directory. Your user telephone directory (phone book) including the telephone directories assigned to your group gets displayed. These telephone directories are assigned by the PBX administrator. You can edit your telephone directories entries and, if you have higher rights, the group telephone directory entries. Move to the Own numbers window to view your telephone directory exclusively.



A filter is available for easier telephone directory search. Filter the items according to user names or station numbers. An initial contact letter filter accelerates searching.

Click on Add telephone number to add a number and enter the contact name and number in a new window.

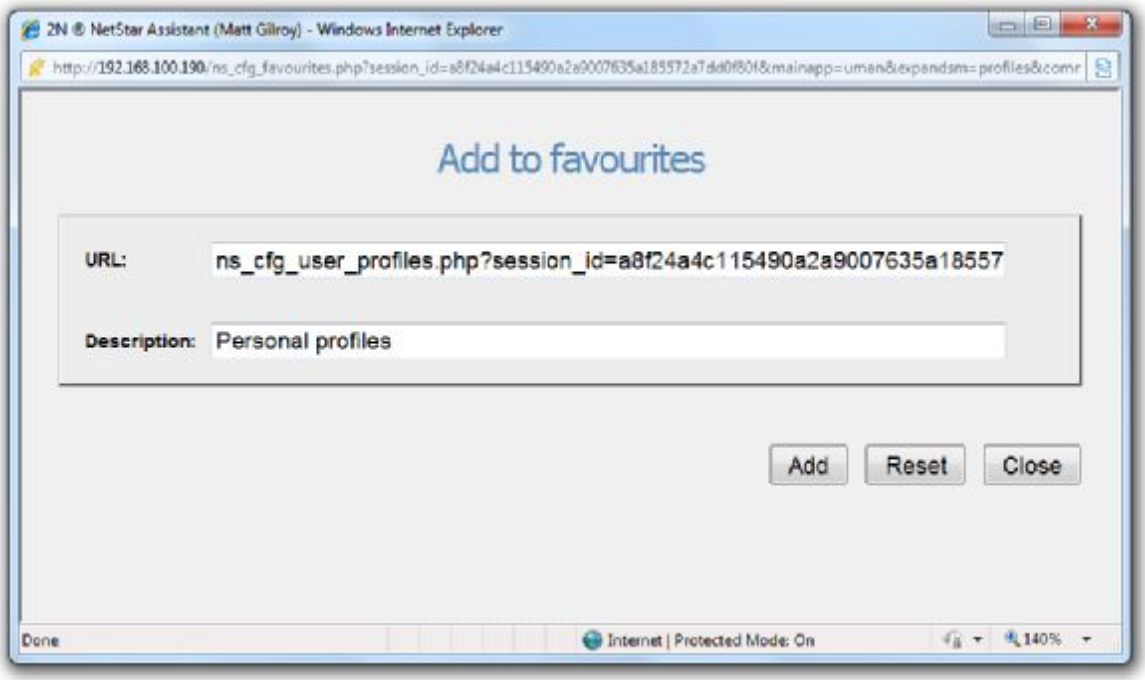
Warning!

- **If the required prefix is not defined, enter numbers including the PBX DID. Example: when you are calling a mobile number via '0', enter 0774236891 or set Prefix 0. Make sure that the DID has been set properly. Otherwise, you will not be able to call the contact using CTI in 2N® NetStar Assistant.**

Select the Ringing tone parameter to assign different ringing tones to the contact selecting an item from the list of pre-defined PBX tones. If you do not select any item, the standard ringing tone will be used. Select the Allowed numbers (White list) or Barred numbers (Black list) for the contacts in the forwarding section or set such call forwarding option that will ensure that your call will be answered in the event of your line error ir unavailability. Refer to the figure above for such setting.

3.4 Favourites

The 2N® Netstar Assistant application offers you the option to include frequently used pages among your favourites. Being on the selected page, move your mouse on the Favourites menu to open a pull-down menu and select Add to favourites. The window as shown below will open with the pre-defined page URL within 2N® NetStar Assistant and an editable description (please do not change URL). Push Add for confirmation.

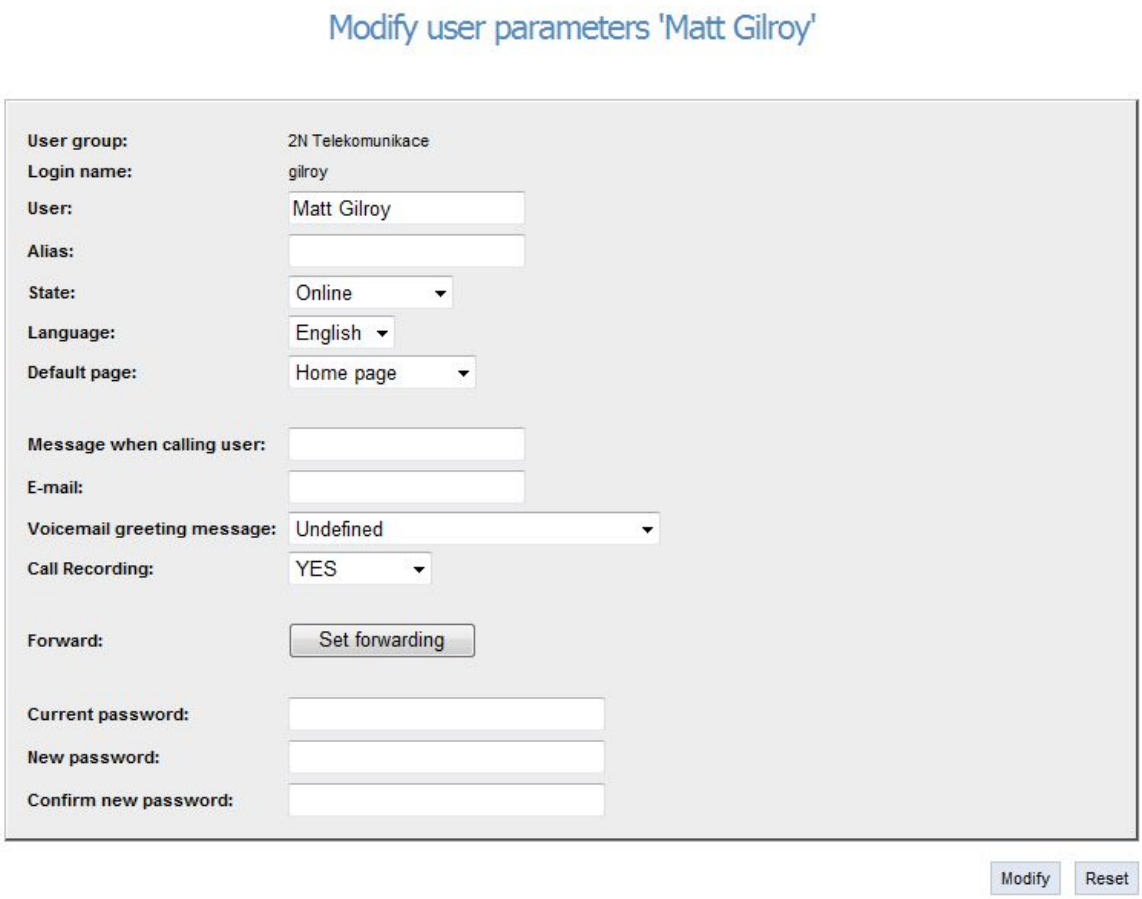


From now on the added page including your footnote will be displayed whenever you move your mouse cursor onto the Favourites menu.

Take the same steps to remove or rename an item, but select Organise favourites this time.

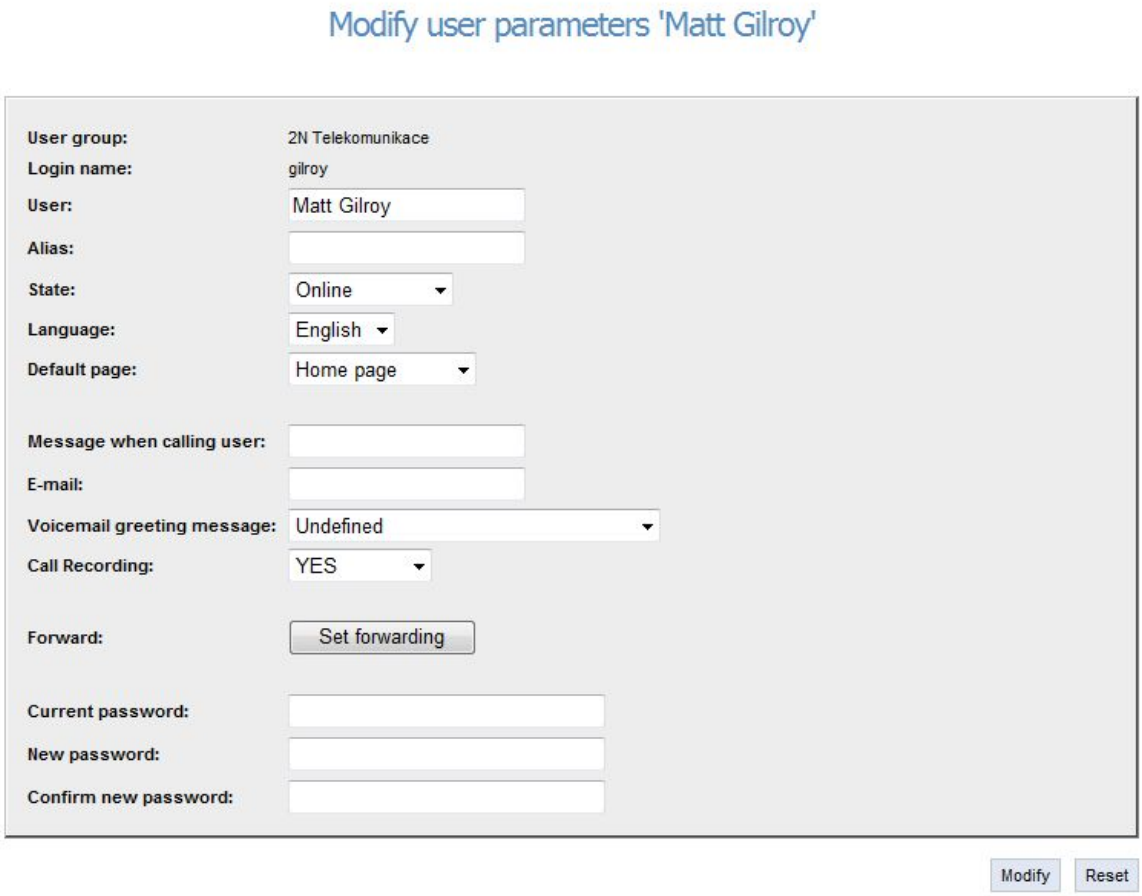
3.5 Access Password

Click on the User settings menu and then on the Settings item to change your password within 2N® Netstar Assistant. Enter the existing password and then the new password twice. Push Add in the right-hand bottom corner for confirmation.



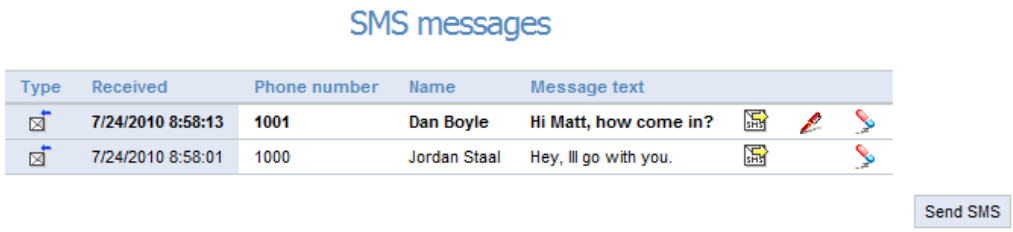
3.6 Language Selection

Click on the User settings menu and then on the Settings item to modify the 2N® NetStar Assistant language. The language options are in the upper part of the window. You can also set the default page that will open upon login.



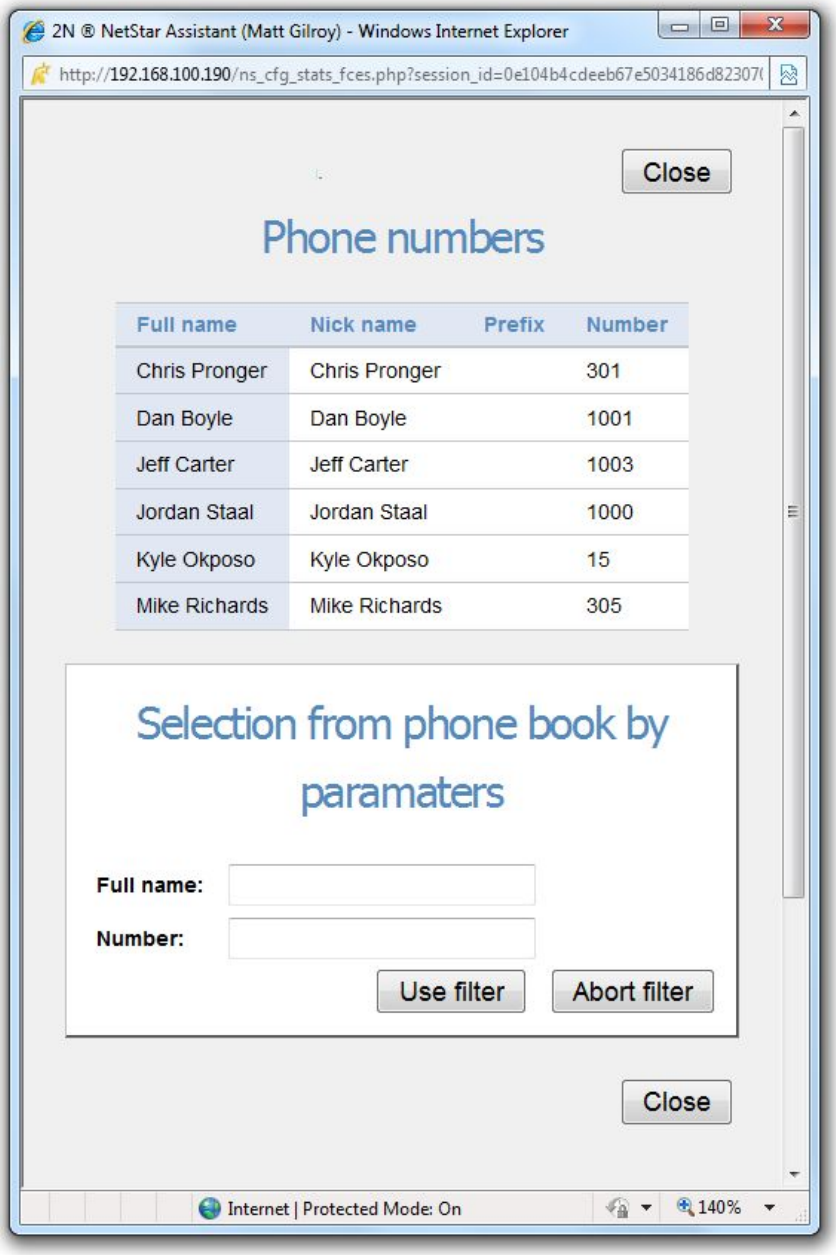
3.7 SMS Messages

Click on the Listings menu and then on SMS messages to send/receive a text message from/to any of your stations. The following list of received SMS gets displayed. Click on Send SMS in the right-hand bottom corner to send a new message. To reply to a text message, click on the SMS row, mark the message as 'Read' with the pen icon or remove it with the rubber icon.



If you select send or reply, the following window will be displayed. For reply to a received SMS, the SMS recipient's number is pre-defined. A text message may contain up to 480 characters and diacritics may be used.

The telephone number is either pre-defined, or can be entered manually or using the telephone directory, which is available when you click on the link next to the telephone number field. The telephone directory window is displayed lower and can be searched through if it contains a high number of entries using the filters located in the lower part of the window. Filter the items according to the contact name and number. If the search is unsuccessful, try searching without diacritic symbols.



SMS sending may take some time depending on the PBX load. If a message cannot be sent from the application, contact your PBX administrator.

3.8 Application Help

Click on the Help toolbar menu to open a window with details on all 2N® NetStar Assistant functions. Thus, you can easily use the application and consult Help if you are beginners.

2N® NetStar Assistant - Help - Windows Internet Explorer
2N® NetStar Assistant
TELECOMMUNICATIONS
About NetStar ...
Call history
SMS messages
Phone book
Settings
User rights
User ringing tones
Personal profiles
Tray launcher
Telephones
Favourites
Close Help
Help - Tray launcher
The Tray launcher is used for quick launching of the 2N® NetStar Assistant in Microsoft Internet Explorer. After clicking the Download tray launcher you can see the dialogue window to download the file. Select Save file on disc into the chosen directory, do not launch the application directly from the downloading dialogue. Launch the application from the directory where it is saved.
If a warning message is displayed concerning the launch of the application during the launching of system, close it and download the application into another directory and launch it from there.
The icon then automatically appears after starting the system. Using the right mouse button you can set the function menu including connection settings to 2N® NetStar Assistant, using the left mouse button the logged 2N® NetStar Assistant will launch. Installation will be carried out automatically after initial launching of this program, after un-installation the icon will disappear. To exit from the application select Exit in the menu that appears after pressing right mouse button.
The PBX IP address is set in the application setting window (f.e. pbx.firm.com or 192.168.1.10 etc.). This statement, along with Login name, Password, Domain and Station, are given by the system administrator. The application icon is red until the parameters are set, after the setting of parameters it becomes blue.

Click on the Close button or close the active browser window to quit Help.

3.9 Services

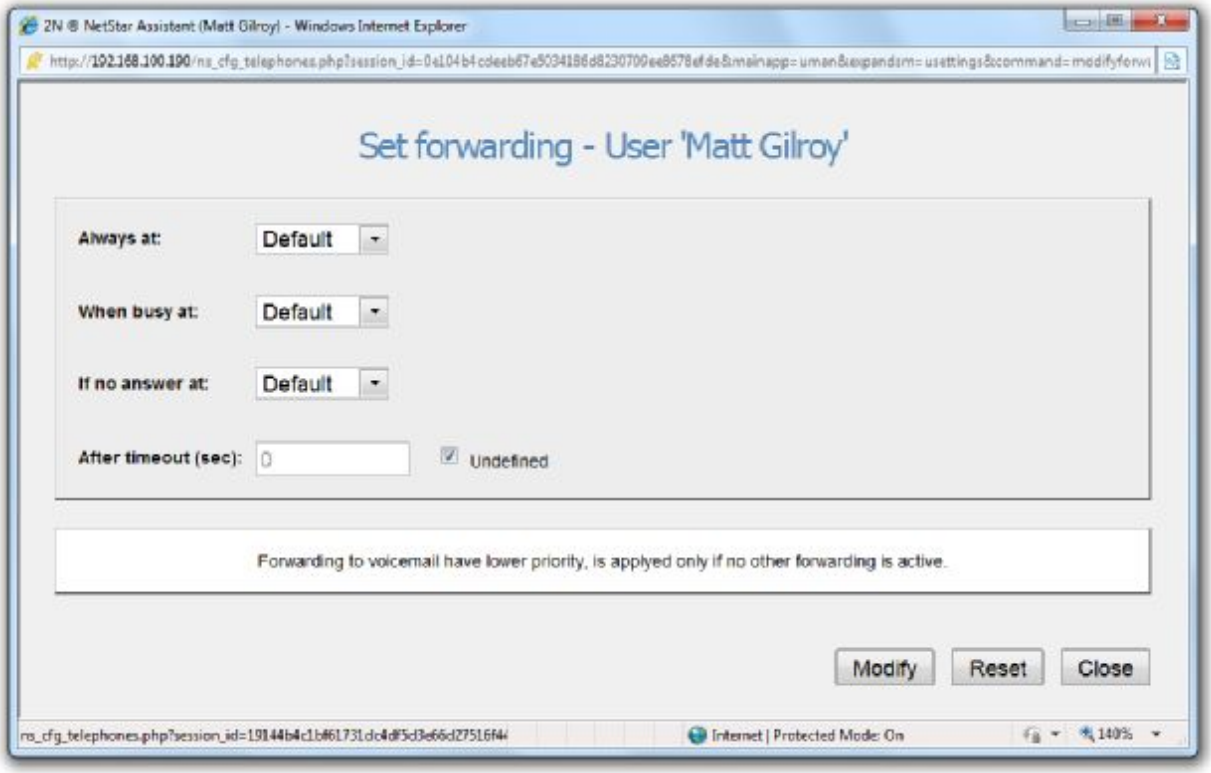
Click on the Listings menu and then on Services to display the long list of PBX service access codes. Or, use the below shown list of services, which, however, need not be up-to-date as the service table is downloaded from the PBX and contains default access codes. Some codes may be changed by the Administrator and not match the table items. Therefore, you are recommended to consult the up-to-date list of services in 2N® NetStar Assistant.

Prefix	Name
*21	User call forwarding
*22	User call forwarding if busy
*23	User call forwarding if no response
#20	Cancel all user call forwardings
#21	Cancel user call forwarding
#22	Cancel user call forwarding if busy
#23	Cancel user call forwarding if no response
**	Take over station
##	Take over user
#*	Take over group
*#	Take over my group
*50	Alarm-clock
#50	Cancel alarm-clock
*8#	DTMF to CTI
*55	Ring at call to user
#55	Do not ring at call to user
*66	Station login
#66	Station logout
*67	Station login as guest
*70	Pin change
*71	Private call from my station
*72	Private call
*73	Call to order
*42	Hold
#42	Return from hold
*1#	Conference

*64	Login station to bundle
#64	Logout station from bundle
#30	Reset all forwardings into voicemail
*31	Set unconditional forwardings into voicemail
#31	Reset unconditional forwardings into voicemail
*32	Set forwardings if busy into voicemail
#32	Reset forwardings if busy into voicemail
*33	Set forwardings if no response into voicemail
#33	Reset forwardings if no response into voicemail
*65	Login user to bundle
#65	Logout user from bundle
*35	Record voicemail greeting message
#35	Delete voicemail greeting message
*36	Play voicemail greeting message
*9#	Connect to call
*60	Activate profile
#60	Deactivate profile
*61	Set presence text
*11	User call forwarding
*12	User call forwarding if busy
*13	User call forwarding if no response
#10	Cancel all user call forwardings
#11	Cancel user call forwarding
#12	Cancel user call forwarding if busy
#13	Cancel user call forwarding if no response
*51	Set time
*52	Set date
*56	Record user progress tone
#56	Play user progress tone
*57	Delete user progress tone
*0#	Add to conference
*2#	Call to conference room
*43	Enable CLIR
#43	Disable CLIR

3.10 Call Forwarding

Click on the User Settings menu and then on Forward calls in the lower part of the Modify user parameters page to forward calls from a station. Thus you display a configuration window for forwarding calls to a target destination or VoiceMail and set the no answer timeout. Push Modify to save the parameters.



Always to - Forward always - all incoming calls are forwarded regardless of other call forwarding settings in this subtag. Top priority.
On busy to - Forward on error or busy - incoming calls are forwarded if the user is busy or routing fails.
At no answer to - Forward at no answer - incoming calls are forwarded if the user does not answer.
No answer timeout [ms] - the timeout after which the call is forwarded to a selected destination.

Caution!

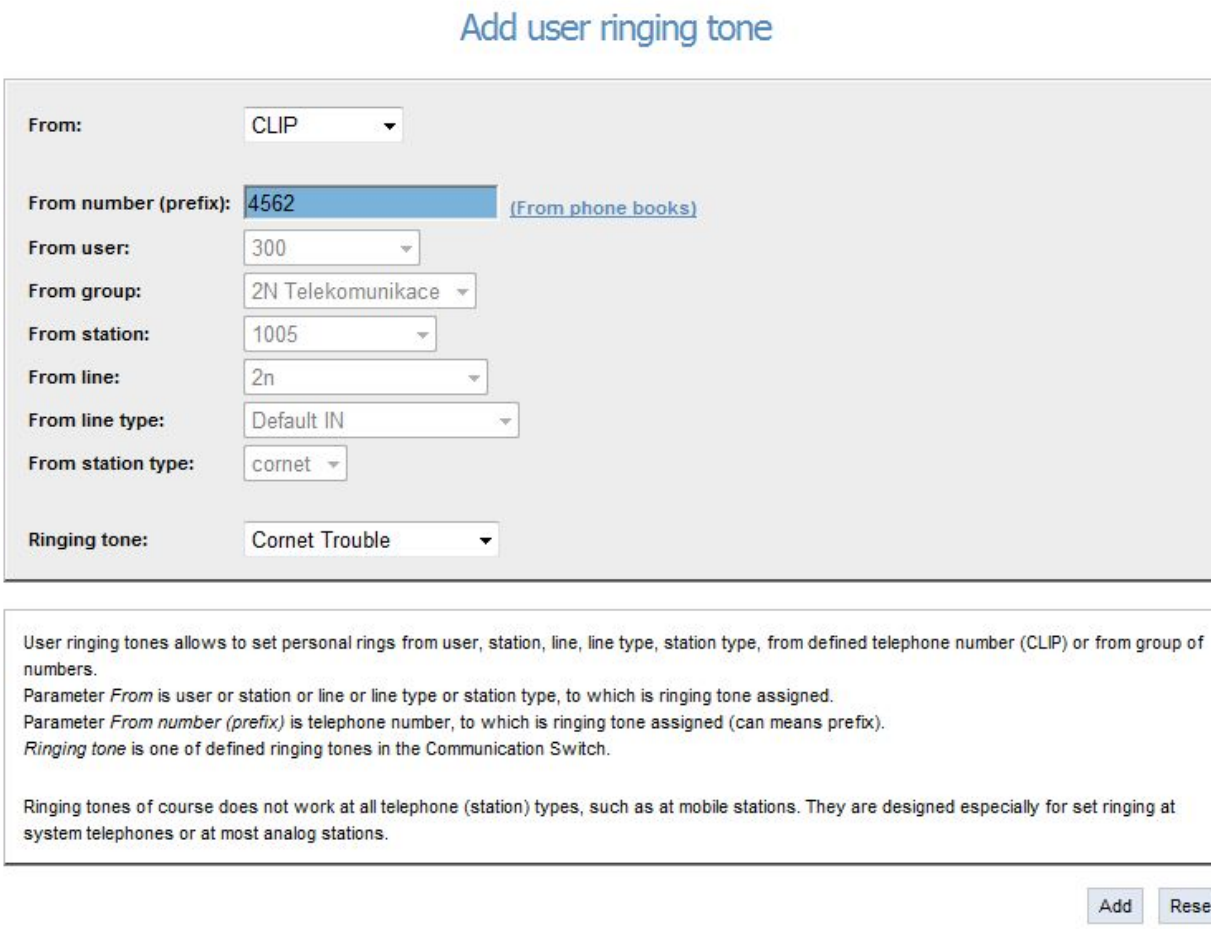
- **Call forwarding to VoiceMail has a lower priority than the standard forwarding type. If you set VoiceMail forwarding and then the standard forwarding mode, VoiceMail forwarding is not cancelled but not applied. When the standard forwarding mode is deactivated, VoiceMail forwarding is recovered.**

Caution!

- **Moreover, it applies that if station A calls are forwarded to station B, station B can call station A without being forwarded. This feature is called Boss-secretary.**

3.11 Ringing Tones

Click on the User settings menu and then on Ringing tones to modify a ringing tone for any of your telephones or assign a special ringing tone to a calling user. You will be notified upon your first access that there is no item in the database and you will see the Add ringing tone in the right-hand bottom part of the screen. Click on it to display the following window for assigning ringing tones to events (defined calling number, station, user, etc.). The tone defined here is applied to all stations of the user!


Add user ringing tone
From:
CLIP
From number (prefix):
4562
(From phone books)
From user:
300
From group:
2N Telekomunikace
From station:
1005
From line:
2n
From line type:
Default IN
From station type:
cornet
Ringing tone:
Cornet Trouble
User ringing tones allows to set personal rings from user, station, line, line type, station type, from defined telephone number (CLIP) or from group of numbers.
Parameter From is user or station or line or line type or station type, to which is ringing tone assigned.
Parameter From number (prefix) is telephone number, to which is ringing tone assigned (can means prefix).
Ringing tone is one of defined ringing tones in the Communication Switch.
Ringing tones of course does not work at all telephone (station) types, such as at mobile stations. They are designed especially for set ringing at system telephones or at most analog stations.
Add
Rese

Click on the Telephones menu and select the required ringing tune in the Ringing tag for a station. Refer to Subs. 4.2 for more details.

4 Telephone Parametr Configuration

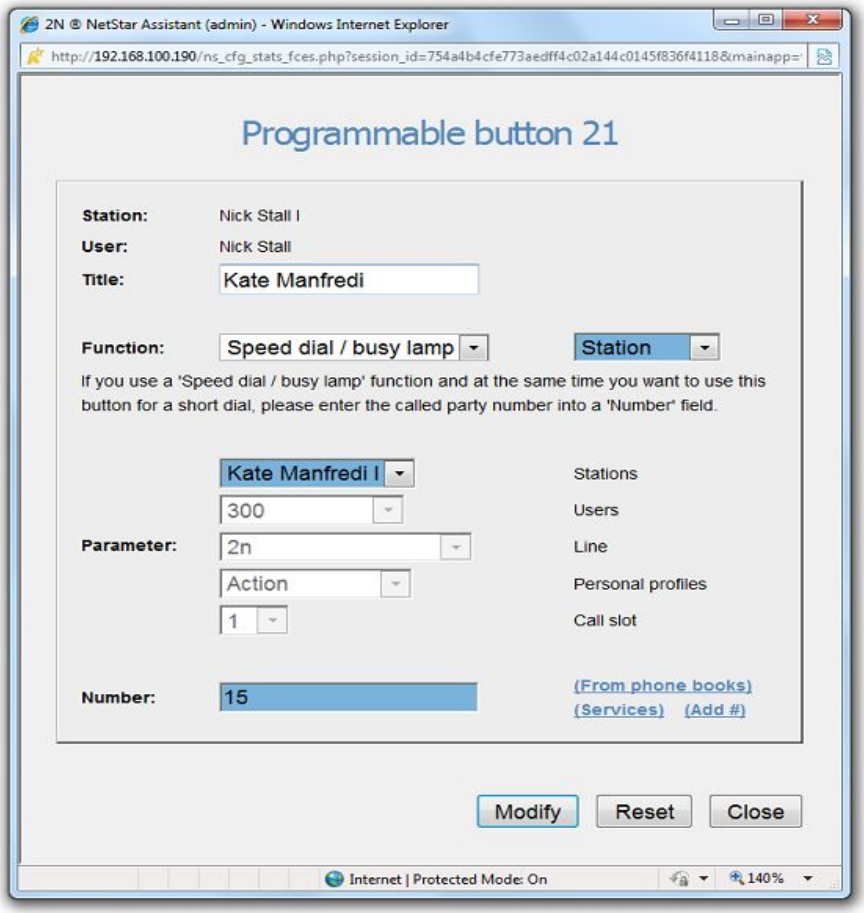
Here is what you can find in this section:

- **2N® StarPoint Button Configuration**
- **Personal Profile**
- **Telephone Directory**
- **Favourites**
- **Acces Pasword**
- **Language Selection**
- **SMS Messages**
- **Application Help**
- **Services**
- **Call Forwarding**
- **Ringing Tones**

4.1 2N® StarPoint Button Configuration

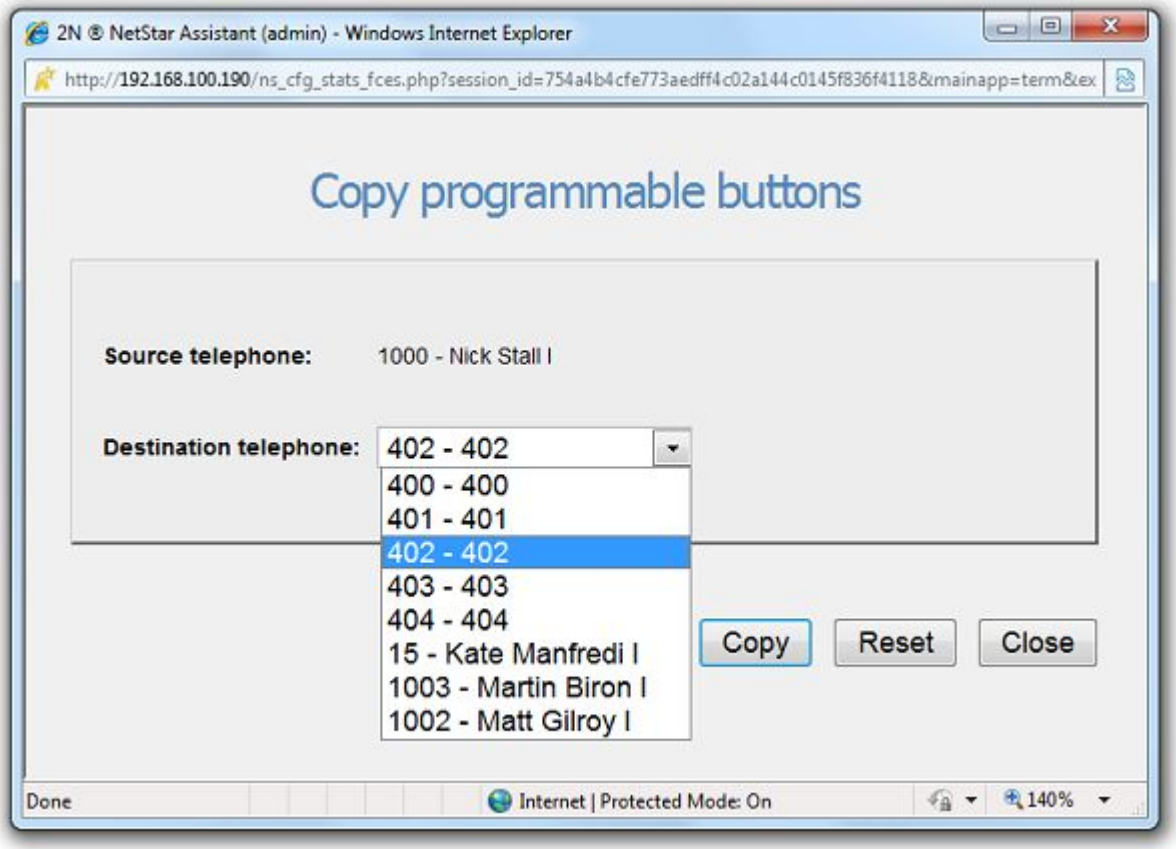
Click on the Telephones menu and select the required station to change the 2N® StarPoint key system phone programmable buttons. The following menu gets isplayed.

Click on the button to be configured to open a function assigning window.



Push Modify to save the setting. Push Default to undo the changes unless saved.

The menu provides a convenient option to copy buttons and/or parameters to/from other phones of the user or other 2N NetStar PBX users. Click on any option to open the following window (or a similar one depending on your selection).



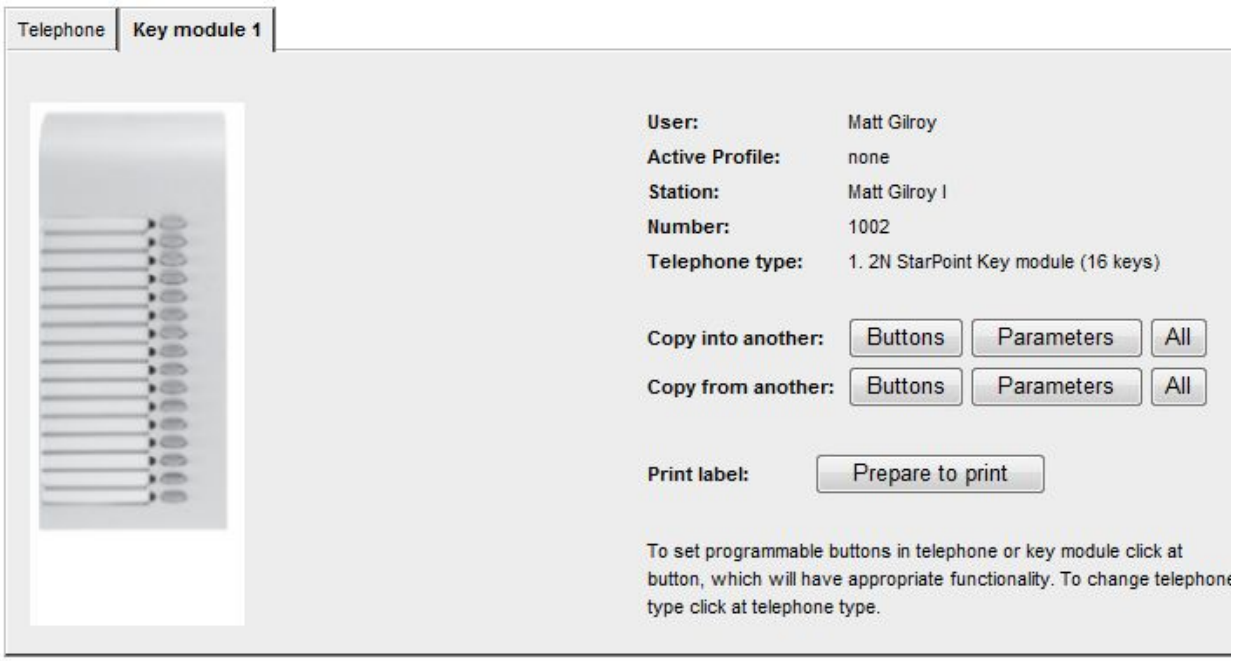
Caution!

- **The user must be assigned the required level of authorisation in order to copy buttons and/or parameters to/from the 2N NetStar PBX.**

Having programmed all required telephone buttons, select the Prepare to print option to generate a PDF file that allows you to print out or save the button tagname label. A printed label can be cut out and inserted under the telephone slide.

4.2 2N® StarPoint Extending Button Module Configuration

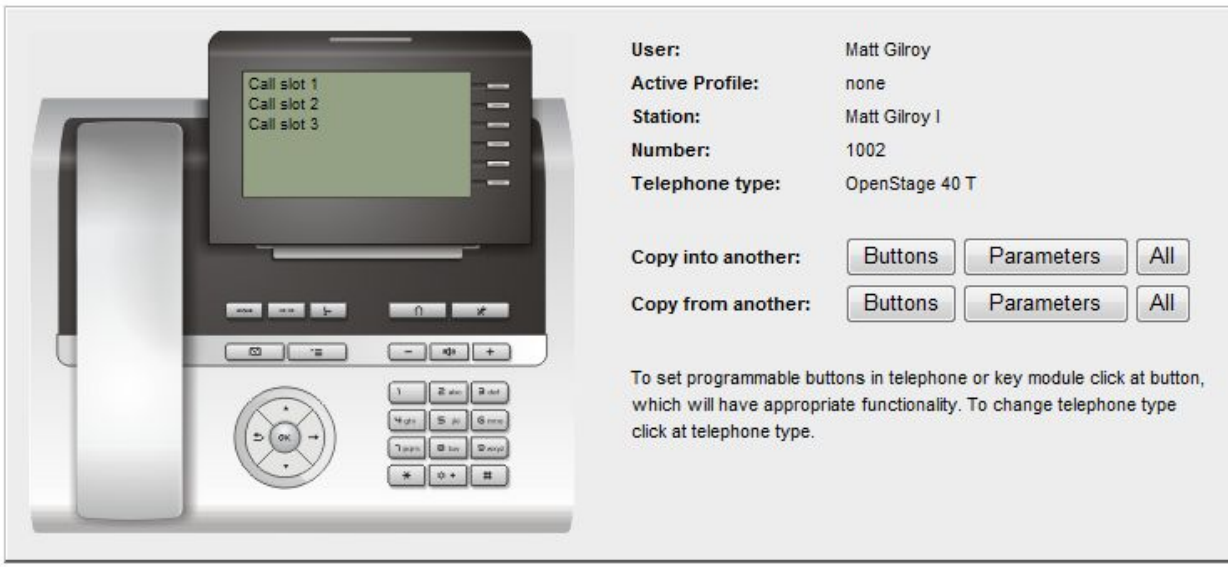
Click on the Telephones menu and select the required station to modify the function of the 2N® StarPoint extending module buttons. Click on the Button module tag to display the following menu.



Refer to the instructions included in Subs. 4.1.2N® StarPoint Button Configuration for further settings.

4.3 2N® OpenStage Button Configuration

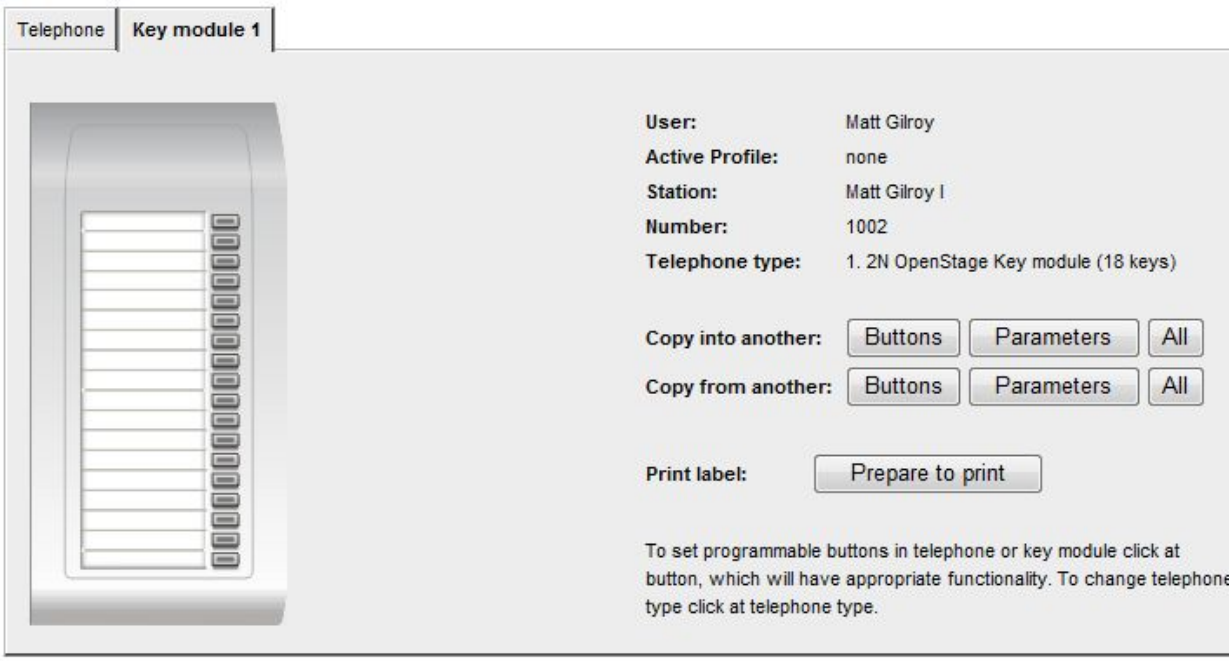
Click on the Telephones menu and select the required station to modify the 2N® OpenStage button functions. The following menu gets displayed.



Refer to the instructions in Subs. 4.1.2N® StarPoint Button Configuration for further settings.

4.4 2N® OpenStage Extending Button Module Configuration

Click on the Telephones menu and select the required station to modify the 2N® OpenStage extending module button functions. Click on the Button module tag to open the following menu.

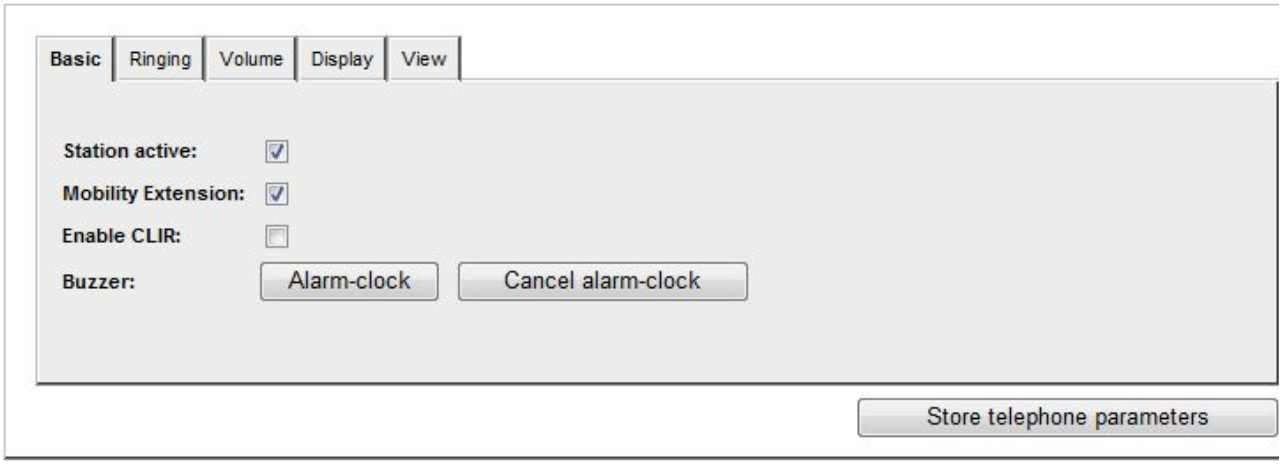

Telephone
Key module 1
User: Matt Gilroy
Active Profile: none
Station: Matt Gilroy I
Number: 1002
Telephone type: 1. 2N OpenStage Key module (18 keys)
Copy into another: Buttons Parameters All
Copy from another: Buttons Parameters All
Print label: Prepare to print
To set programmable buttons in telephone or key module click at button, which will have appropriate functionality. To change telephone type click at telephone type.

Refer to the instructions in Subs. 4.1.2N® StarPoint Button Configuration for further settings.

4.5 Digital Key System Terminal Parameter Settings

Click on the Telephones menu and select the required station to set parameters for the digital key system terminals. The following five-item menu gets displayed.

Basic

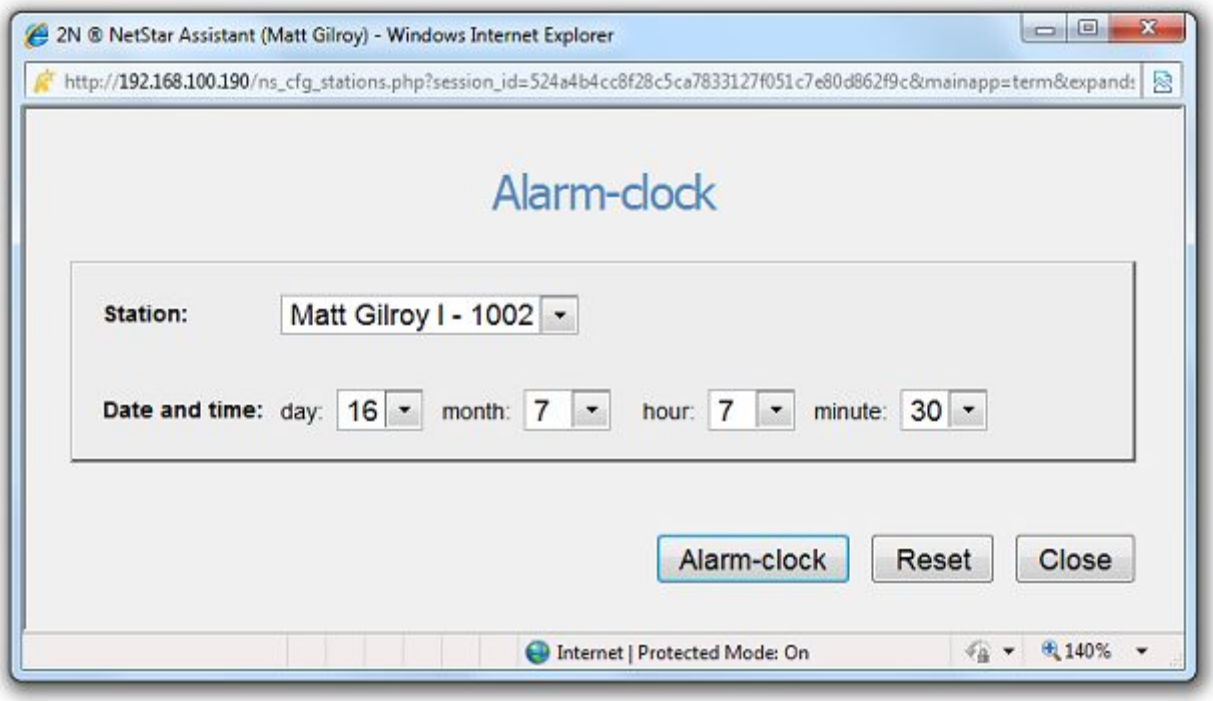


Station active – use the option to mark a station active or inactive. An inactive station is inaccessible for other users (all incoming calls are terminated), but can set up calls.

Mobility Extension – use the option to enable station ringing if the call is routed to the station user. If this option is not checked off, the station is not alerted when the call is routed to its user but is alerted when the call is routed to the station itself.

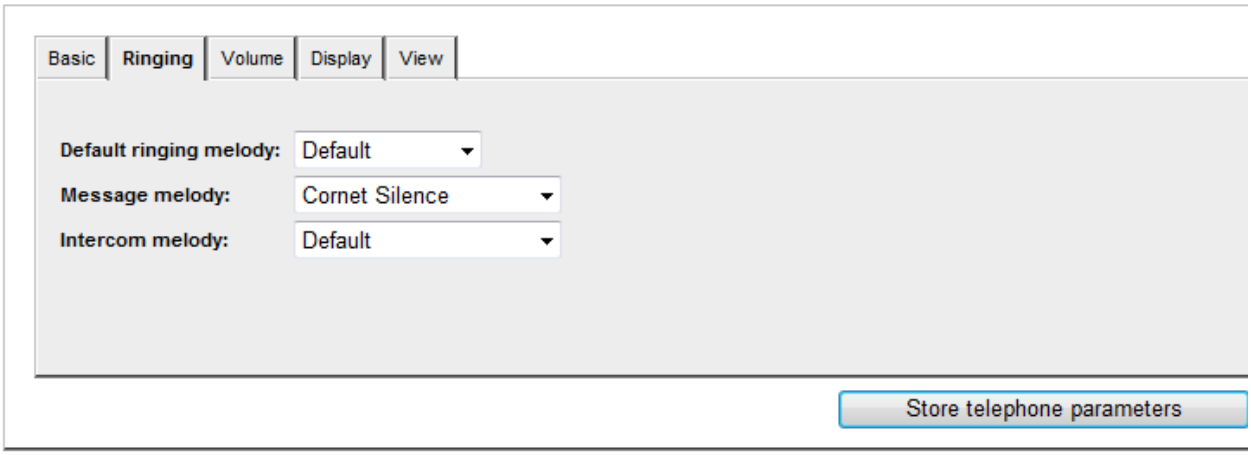
Enable CLIR – use to parameter to restrict the calling line identification. You can also use a service or a programmable button function of the key system phone to enable CLIR.

Alarm clock – use the option to set the alarm service for a user station. Click on Set alarm clock to display a window to set the date, time and user station to be called at the set time by the 2N® NetStar PBX. If the first incoming call is not answered, two more calls will be made. Push Cancel alarm clock to deactivate the alarm.



A user with the required level of authorisation may set the alarm clock for other 2N® NetStar users too.

Ringing

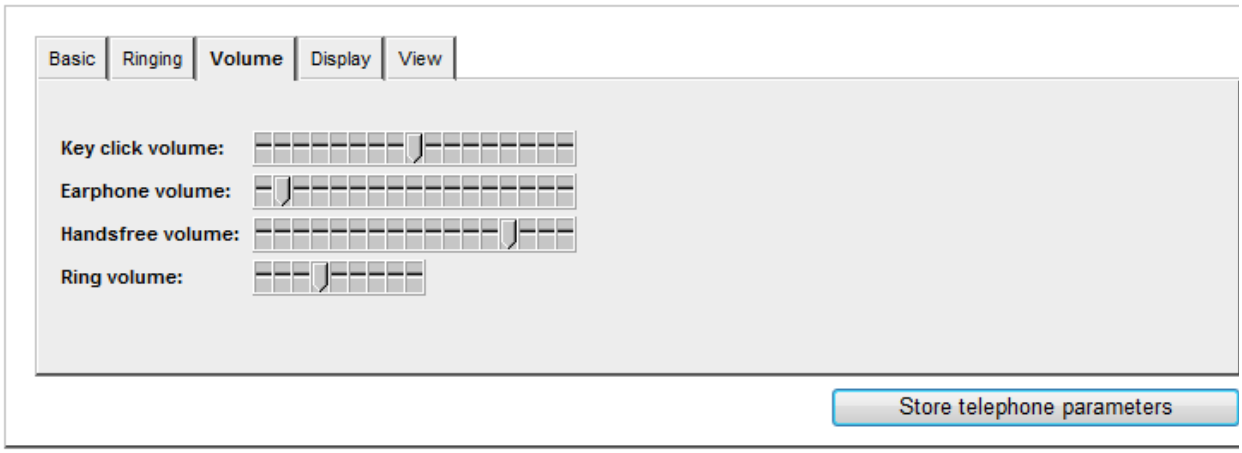


Default ringing tune – set the standard ringing tune.

Message tune – set the ringing tone for a received message.

Intercom tune – set the ringing tone for an incoming Intercom call.

Volume



Key click volume – set the handset or HandsFree volume for a key click.

Handset volume – set the handset volume.

HandsFree volume – set the HandsFree/Speakerphone volume.

Ringing volume – set the ringing volume.

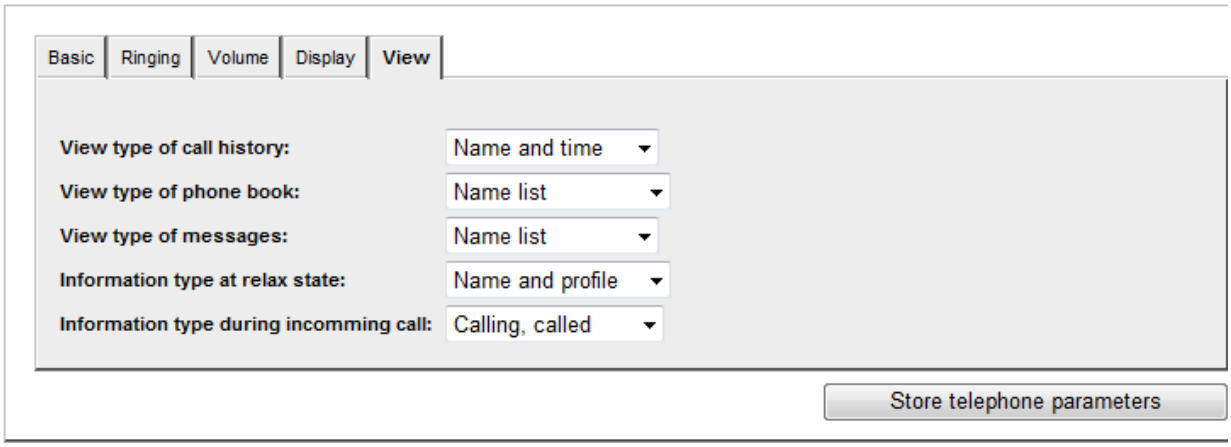
Display

LCD contrast – set the phone display contrast.

Time format – set the time format to be displayed: 24 or 12 hours.

Key timeout – set the delay between subsequent characters while editing.

View



Call history view type – set the viewing format for call records.

Telephone directory view type – set the viewing format for telephone directories.

Message view type – set the viewing format for information on received messages.

View type at relax – set the viewing format for information on the display bottom row when the telephone is at relax.

Incoming call view type – set the viewing format for information on the display upper row during ringing.

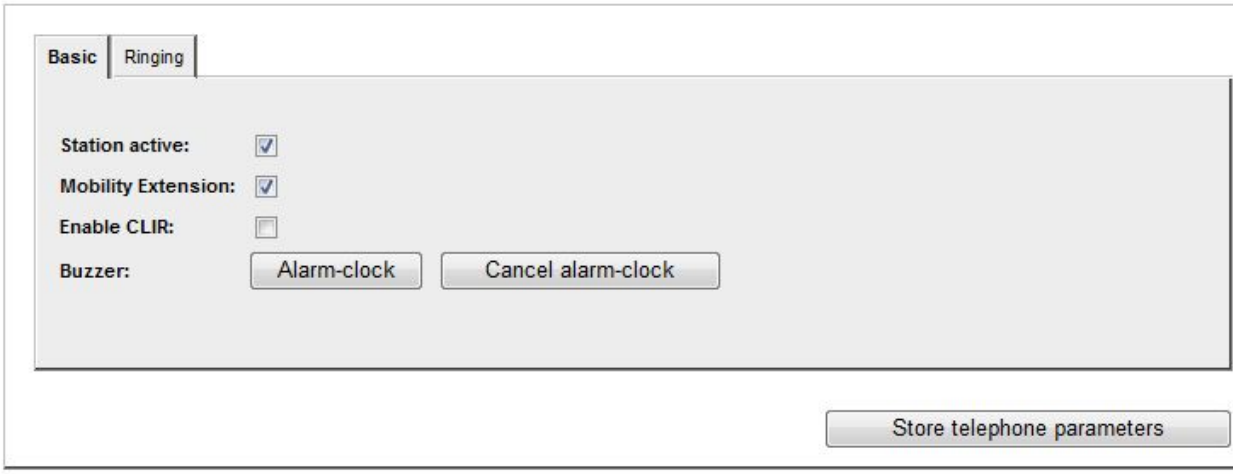
Click on Store telephone parameters to save the key system phone settings.

4.6 Other Terminal Parameter Settings

There are limited options for other telephones that can be connected to the 2N® NetStar PBX. Click on the Telephones menu and select the required station. The following menu gets displayed with one or two tags (depending on the telephone type).

Basic

This tag is displayed for all other telephone types that can be connected (IP, analogue, ISDN and GSM).

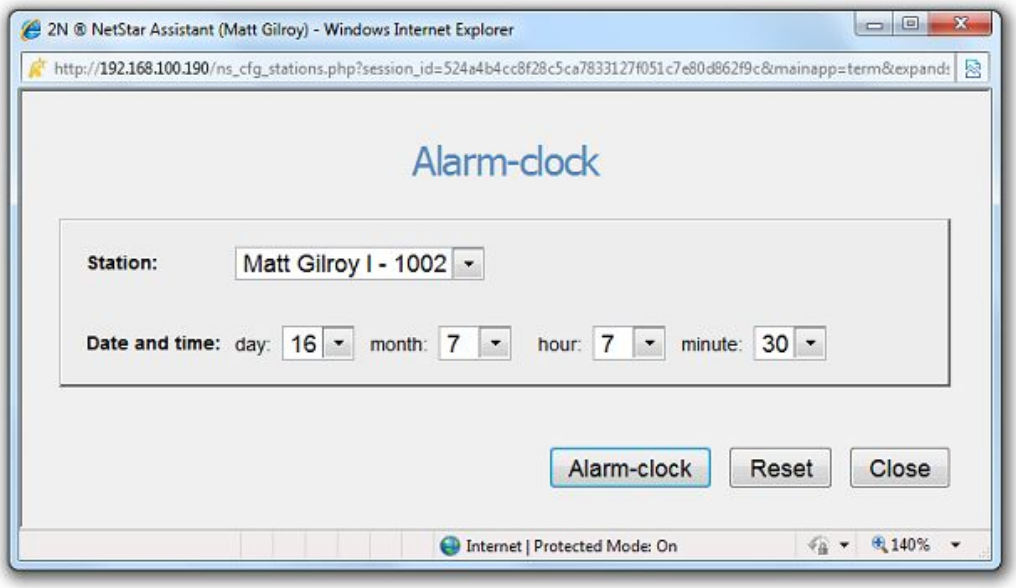


Station active – use the option to mark a station as active or inactive. An inactive station is inaccessible for other users (all incoming calls are terminated), but can set up calls.

Mobility Extension – use the option to enable station ringing if the call is routed to the station user. If this option is not checked off, the station is not alerted when the call is routed to its user but is alerted when the call is routed to the station itself.

Enable CLIR – use to parameter to restrict the calling line identification. You can also use a service or a programmable button function of the key system phone to enable CLIR.

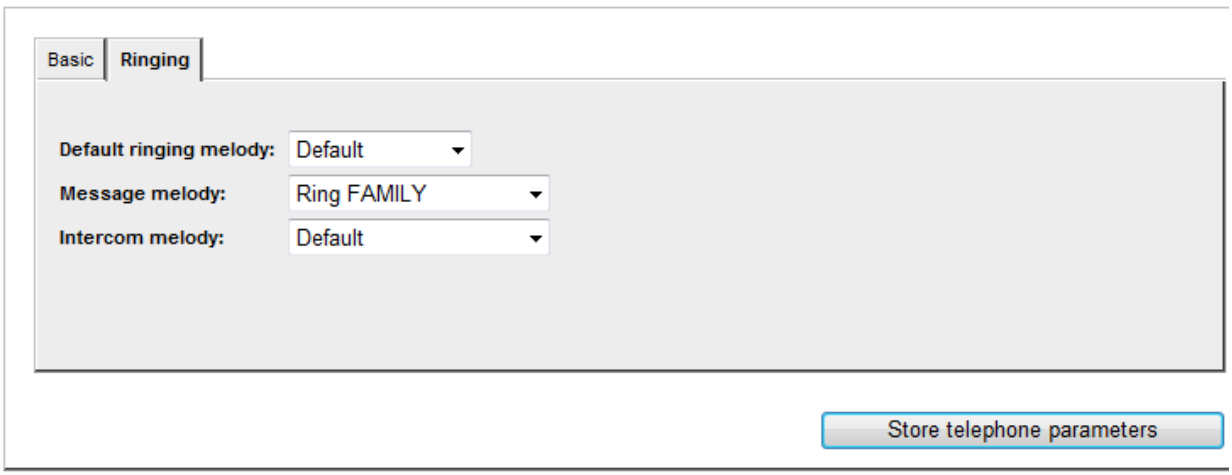
Alarm clock – use the option to set the alarm service for a user station. Click on Set alarm clock to display a window to set the date, time and user station to be called at the set time by the 2N® NetStar PBX. If the first incoming call is not answered, two more calls will be made. Push Cancel alarm clock to deactivate the alarm.



A user with the required level of authorisation may set the alarm clock for other 2N® NetStar users too.

Ringing

This tag is displayed for analogue telephones only.



Default ringing tune – set the standard telephone ringing tune.

The other parameters displayed here are not applicable in analogue telephones.

Click on Store telephone parameters to save the telephone settings.

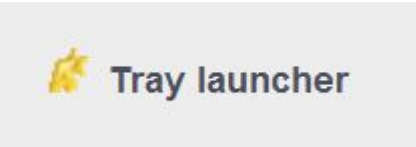
5 Tray ikon

Here is what you can find in this section:

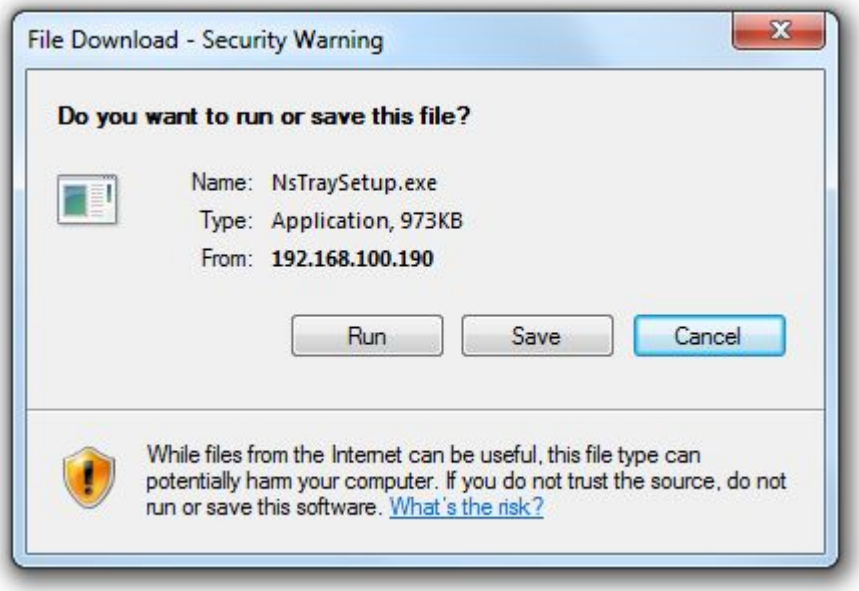
- **Tray Launcher Installation**
- **Tray Launcher Use**
- **Tray Launcher Function**

5.1 Tray Launcher Installation

An option called Tray launcher is available in all basic menus below the Homepage option. This item is used for downloading and installation of the 2N® Netstar Assistant launching program.



Click on the Tray launcher to display the program downloading page including a Help for basic settings. Having read the instructions, push Download in the right-hand bottom corner to display the following window (or a similar one depending on your web browser).


File Download - Security Warning
Do you want to run or save this file?
Name: NsTraySetup.exe
Type: Application, 973KB
From: 192.168.100.190
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

We recommend you to save the installation file on your PC disk before installation. Open the saved file to start the installation wizard.

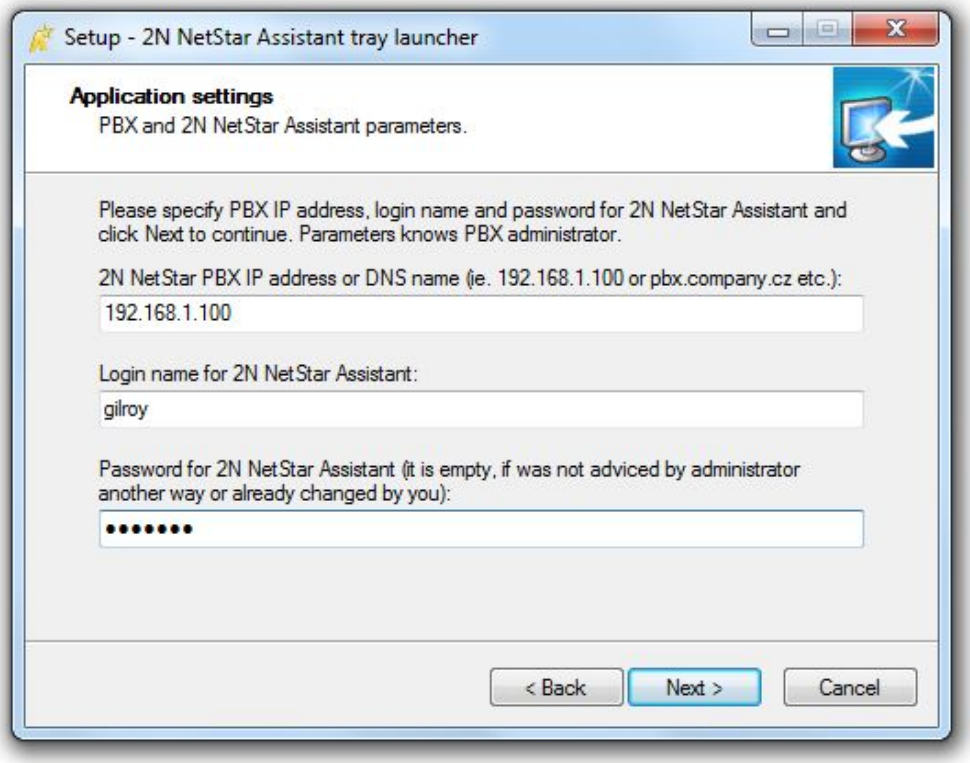
The system security window can be displayed depending on your PC settings. Do not hesitate to push the Run button to launch the installation wizard. You will be asked to select the installation wizard language, which does not affect the selection of the 2N® Netstar Assistant language.

Now you are advised to check the 2N® Netstar Assistant version in the following window for compliance with your PBX firmware as communicated by your PBX administrator. Otherwise, your application will not work. The installation wizard will ask for agreement with the licence terms and conditions. Please read the terms and conditions and select Agree... and then click on Next

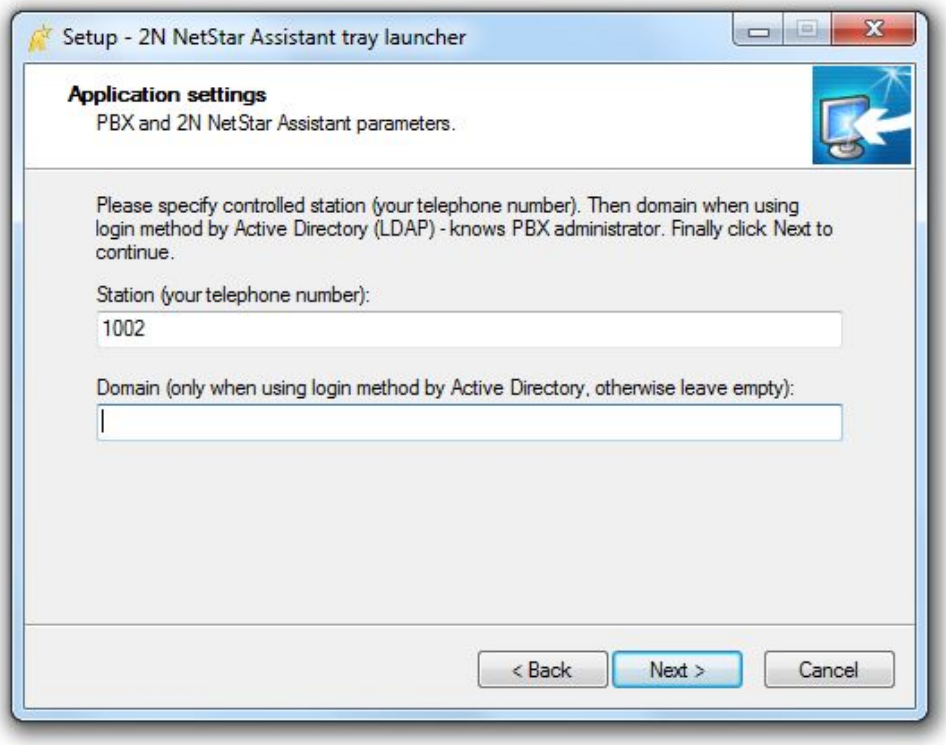
The wizard will ask you to complete your personal data in the following window. They are mostly pre-entered and so click on Next to continue.

The most important step is to set the IP address of the PBX on which the 2N® Netstar Assistant application is running and other account parameters such as your

login name and password as usually entered for the 2N® NetStar Assistant web interface. See the figure below.


Setup - 2N NetStar Assistant tray launcher
Application settings
PBX and 2N NetStar Assistant parameters.
Please specify PBX IP address, login name and password for 2N NetStar Assistant and click Next to continue. Parameters knows PBX administrator.
2N NetStar PBX IP address or DNS name (ie. 192.168.1.100 or pbx.company.cz etc.):
192.168.1.100
Login name for 2N NetStar Assistant:
gilroy
Password for 2N NetStar Assistant (it is empty, if was not adviced by administrator another way or already changed by you):
•••••••
< Back
Next >
Cancel

Enter the number of your station to control the station via the tray launcher and display calling line identifications. The tray launcher will not display information on the line state without this number. Fill in the domain on the following page if you log in using the Active Directory. If not, leave the field empty.


Setup - 2N NetStar Assistant tray launcher
Application settings
PBX and 2N NetStar Assistant parameters.
Please specify controlled station (your telephone number). Then domain when using login method by Active Directory (LDAP) - knows PBX administrator. Finally click Next to continue.
Station (your telephone number):
1002
Domain (only when using login method by Active Directory, otherwise leave empty):
< Back
Next >
Cancel

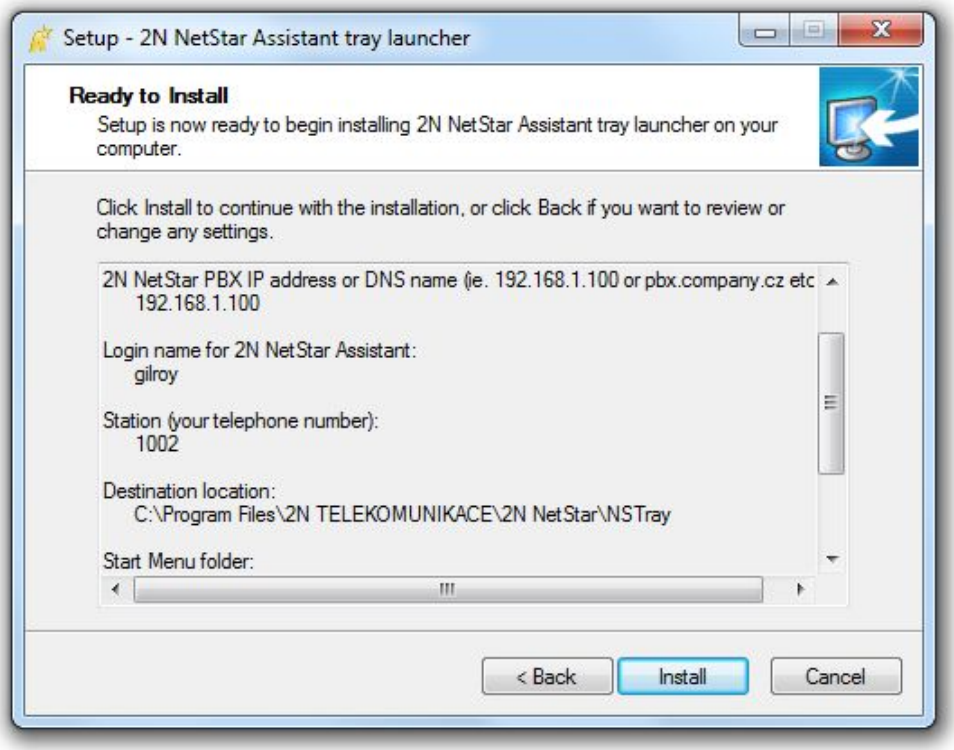
In the next step, you will be invited to enter the IP address or DNS name of the 2N® NetStar Assistant Server. Please enter the address (e.g. 192.168.1.200, or assistant.firma.cz, etc.) in case you are using the 2N® Netstar Assistant Server and push Next to continue. The PBX administrator will advise you whether it is necessary to fill in the data.

Now you will be asked whether the KeepAlive packets should be sent. If you have instructions from the PBX administrator, modify this entry. If not, leave the field unchanged and push Next to continue. You will be asked about the installation disk location for the 2N® NetStar Assistant Server.

Warning!

- **The installation requires 2.8 MB of free disk space at least.**

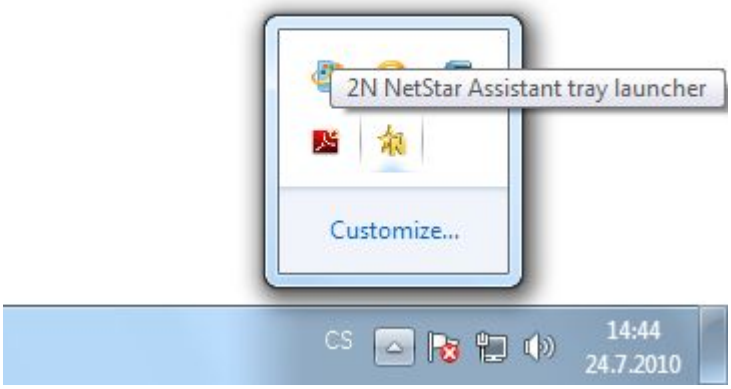
The wizard will ask you for location of the application shortcut icon in the Start menu and on the desktop as required. Now the wizard is ready to install the 2N® NetStar Assistant Server and displays a list of set parameters.


Setup - 2N NetStar Assistant tray launcher
Ready to Install
Setup is now ready to begin installing 2N NetStar Assistant tray launcher on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
2N NetStar PBX IP address or DNS name (ie. 192.168.1.100 or pbx.company.cz etc
192.168.1.100
Login name for 2N NetStar Assistant:
gilroy
Station (your telephone number):
1002
Destination location:
C:\Program Files\2N TELEKOMUNIKACE\2N NetStar\NSTray
Start Menu folder:
< Back
Install
Cancel

Check the set parameters carefully! In case you find a mistake, push Back to return to the window concerned. If all parameter settings are correct, push Install to install the 2N® NetStar Assistant Server.

Should there be a need to change the Tray launcher later, you can modify all the parameters using the Settings menu in the application.

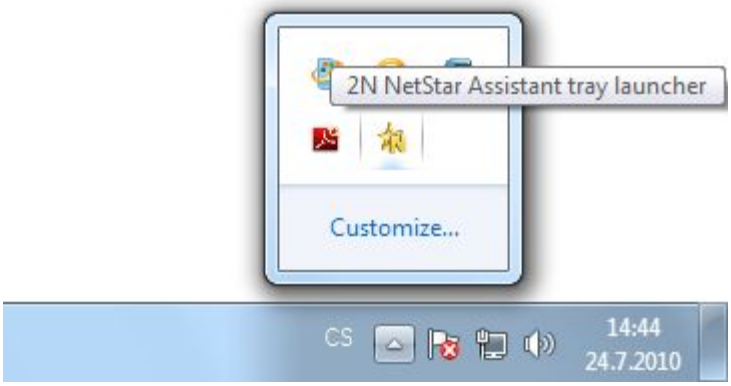
An icon will be displayed on the main panel upon installation, which will enable the 2N® NetStar Assistant application to be launched without entering the IP address into your web browser. Click on the icon with the left mouse button to launch the application.



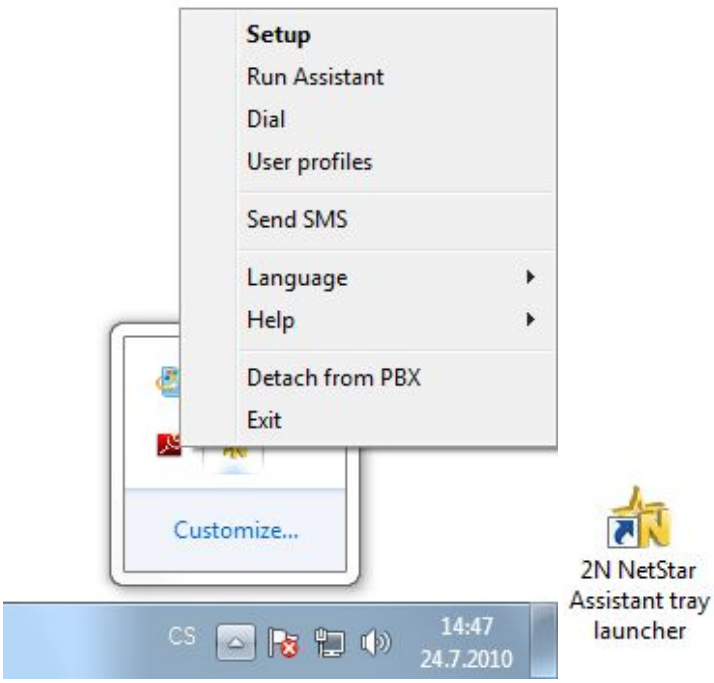
If a message appears on your PC after power up about insecure software, click on a request in the left bottom corner to avoid future displaying of that message.

5.2 Tray Launcher Use

Click on the Tray launcher located on the main panel next to the clock with your left mouse button to run the 2N® NETSTAR Assistant application.



Click on the Tray launcher with the right mouse button to display the context menu for making calls, settings and other application options.



If the Tray launcher is not displayed on your main panel, it may be hidden (if set so in your operating system), or the application is not running. Launch the application using the Start menu or from the desktop through the application representative depending on the installation setting.

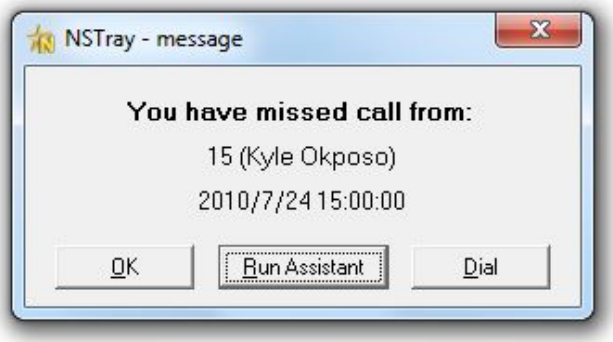
5.3 Tray Launcher Function

Calling Line Identification Presentation

During an incoming call, the calling user number and, if registered in the PBX, name are displayed. Set the number of the controlled station to make the function work (refer to Subs.5.1.).

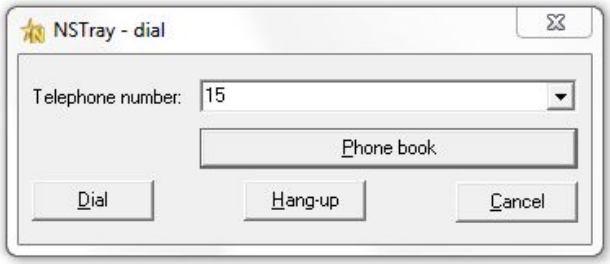
Missed Call Message

The Tray launcher notifies you of a missed call with a message. Launch 2N® NetStar Assistant or just make a call to process the missed call easily.



Calling through Tray Launcher

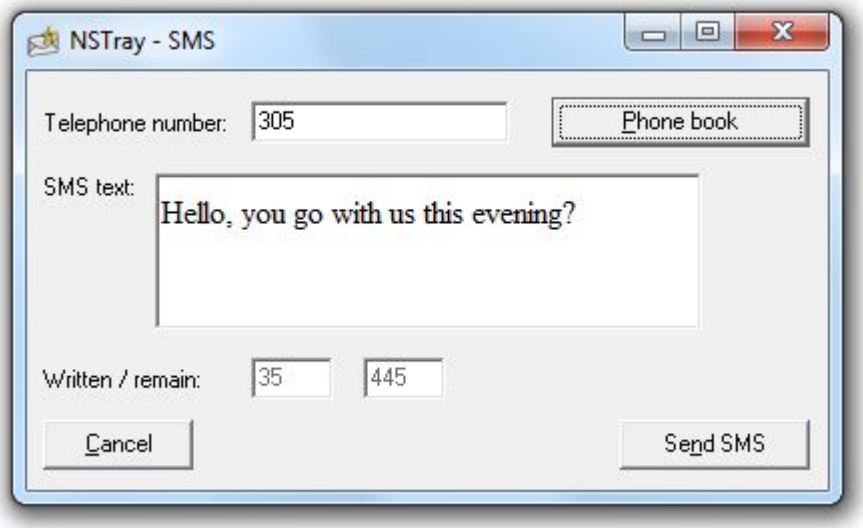
If you decide to make a call directly, the following menu with the pre-entered missed station number is available to you. Or, you can call another number from your telephone directory or just type the number into the field. If you click on the Tray launcher with the right mouse button and select the Call option, the same window will get displayed.



When you click on Call, your telephone apparatus is shortly alerted (the 2N® StarPoint telephones are automatically switched ino the HandsFree mode) and connection to the required station is set up. If you use an analogue or IP telephone, answer the phone to initiate call setup.

Send SMS

Click on the Tray launcher in the main panel with the right mouse button to send an SMS message through the Tray launcher. Select the Send SMS option in the menu displayed. Now the SMS sending window opens and you can select the SMS recipient. Type the text including diacritic symbols if necessary and push Send. SMS sending may take some time depending on the PBX load.



Change Personal Profile

Click on the Tray launcher with the right mouse button and select the User profiles option. The window displays the up-to-date list of your profiles. You cannot create profiles but you can switch them.

Caution!

- **If enabled, automatic profile switching will be cancelled and have to be re-activated using 2N® NetStar Assistant.**

6 Advanced Settings

Here is what you can find in this section:

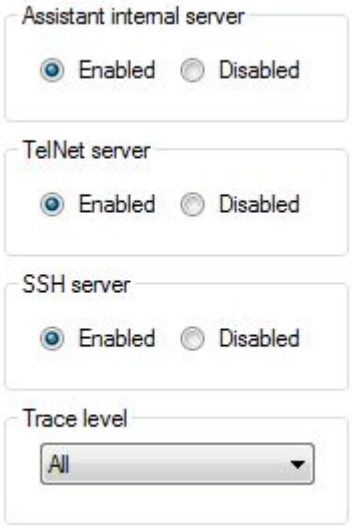
- **What to Find in Advanced Settings**
- **2N® NetStar Assistant Administration**
- **Admin Login**
- **Administration by 2N® NetStar Assistant**
- **User Settings**
- **User Management**
- **Configuration Management**
- **Hotel Management**
- **Operator Management**
- **Operator Management - Bundles**
- **Conference Room Management**
- **Recorded Calls**
- **Tray Launcher Settings**

6.1 What to Find in Advanced Settings

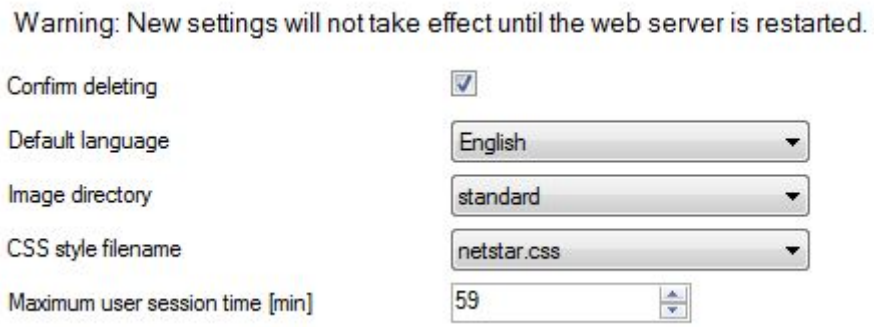
This section of the manual provides information on PBX administration and advanced licenced features of 2N® – NetStar Assistant. The first subsection describes 2N® – NetStar Assistant administration. The following subsections explain how to use 2N® – NetStar Assistant for your PBX administration and describe licenced services and their use. Finally, you will know the advanced settings of the Tray launcher.

6.2 2N® NetStar Assistant Administration

All that is mentioned in this subsection relates to your 2N® NetStar programming tool. Use the Network / Service setting / System services menu to enable / disable the internal web server for 2N® – NetStar Assistant.



Refer to the Global data / Assistant / Administration settings menu for basic settings of 2N® – NetStar Assistant.



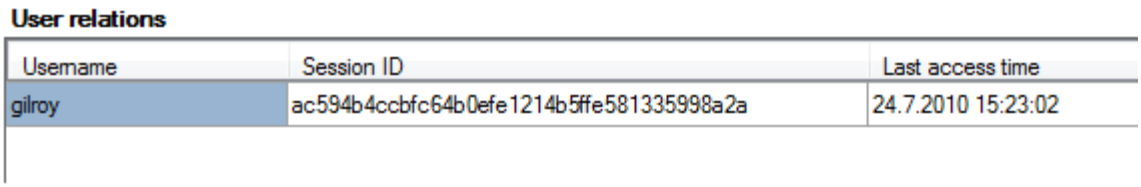
Confirm deleting – use this option to enable deleting call history records. If the option is ticked off, you are invited to confirm deleting.
Default language – set the default application language. Czech, English and Finnish are available now.
Image directory – enable the use of one of the pre-defined image sets.
CSS style filename – set the CSS style to be used in the application.
Maximum user session time [min] – set the maximum time for a user session after which an idle user will be logged out.

Caution!

- In case you use the 2N® – NetStar Assistant Server, make sure that the server installation matches the CSS style. Otherwise, display errors might occur in the application web interface. Be sure to keep the basic rules.
- Use the standard 2N® – NetStar Assistant Server for Standard and Funny displays.
- Use a tailor-made installation for the customised appearance.

You will specify the global behaviour of 2N® – NetStar Assistant with these settings. To set the same parameters for some users only use the same menu but from the user parameters: Users/ Users and groups / Group / User / Assistant. Create individual settings in this menu and then specify the Assistant parameters related to the user only.
Find a list of all currently connected application users in the Global data / Assistant / User sessions menu. The meanings of the columns are as follows:

Login name – the user to which the given session corresponds.
ID session – identification of the user session within the database.
Last access time – time of the last user activity within the session.


User relations

Username	Session ID	Last access time
gilroy	ac594b4ccbfc64b0efe1214b5ffe581335998a2a	24.7.2010 15:23:02

User rights is the last important menu. User logins have to be created to enable 2N® – NetStar Assistant to be used. A role has to be assigned to each login. The following roles with different levels of authorisation are available:

Vice Admin – is a login with all rights except for Delegate logins and Manage own group.

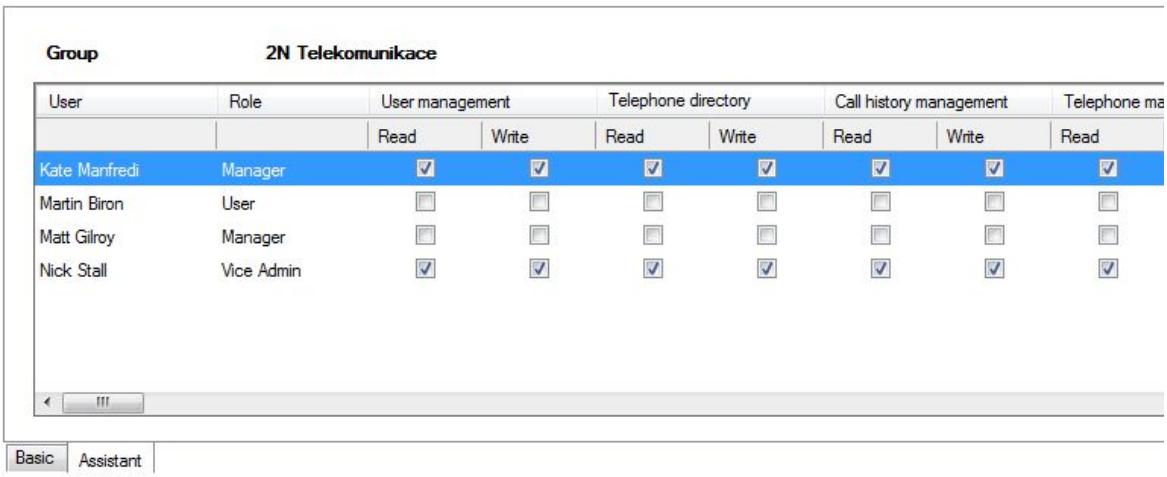
SUPER – is identical with Admin as to rights.

Vice SUPER – is a login with the same rights as are assigned to Vice Admin.

Manager – is intended for the user that needs the right to manage logins of all the other users in the group and so has the right to delegate and manage its own group.

Deputy Manager – this login allows the user to manage its own group.

User – represents a general user login.



When a user is selected, the list of all users assigned to a group including their 2N® – NetStar Assistant rights is displayed to the right of the Assistant tag. Such summary is useful for setting similar rights in user groups. The tables of rights has the following sections:

User management – helps view and change settings of other users.

Telephone directory management – helps view and change telephone directories of other users.

Call history management – helps view call histories of other users.

Telephone management – helps view and change telephone settings of other users.

Station management – helps view and change station settings of other users.

Global configuration management – helps view and change global configuration settings.

Operator management – helps view and change operator settings.

Alarm clock management – helps view and change alarm clock settings.

SMS management – helps view and change SMS mesages of other users.

Conference room management – helps view and change conference rooms.

Hotel view – helps view and manage alarm clocks and emergency alerts in hotel structures.

Recorded calls – helps view and manage user calls recorded.

6.3 Login Admin

Admin is a special login to 2N® – NetStar Assistant. No rights can be assigned to Admin in the programming tool. This login has the top priority automatically and cannot be removed. The Admin login data are the same as those for login of the programming tool to the PBX. It is launched in English and the following menu is available.

User settings – Subsection 6.05.
Telephones – Section 4.
Configuration – Subs. 6.07.
Help – Subs. 3.08.
Admin – displays the currently logged-in user.
Logout – quits work with 2N® – NetStar Assistant.

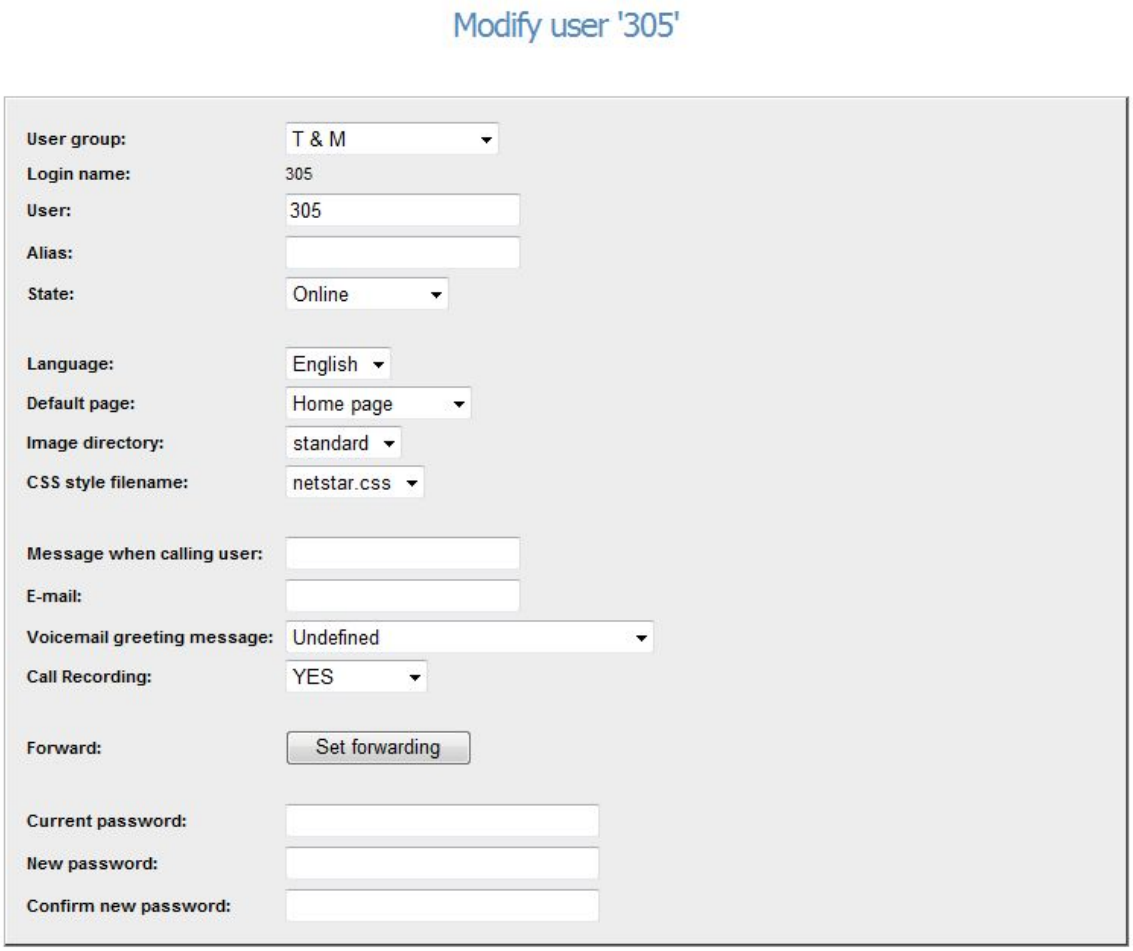
6.4 Administration by 2N® NetStar Assistant

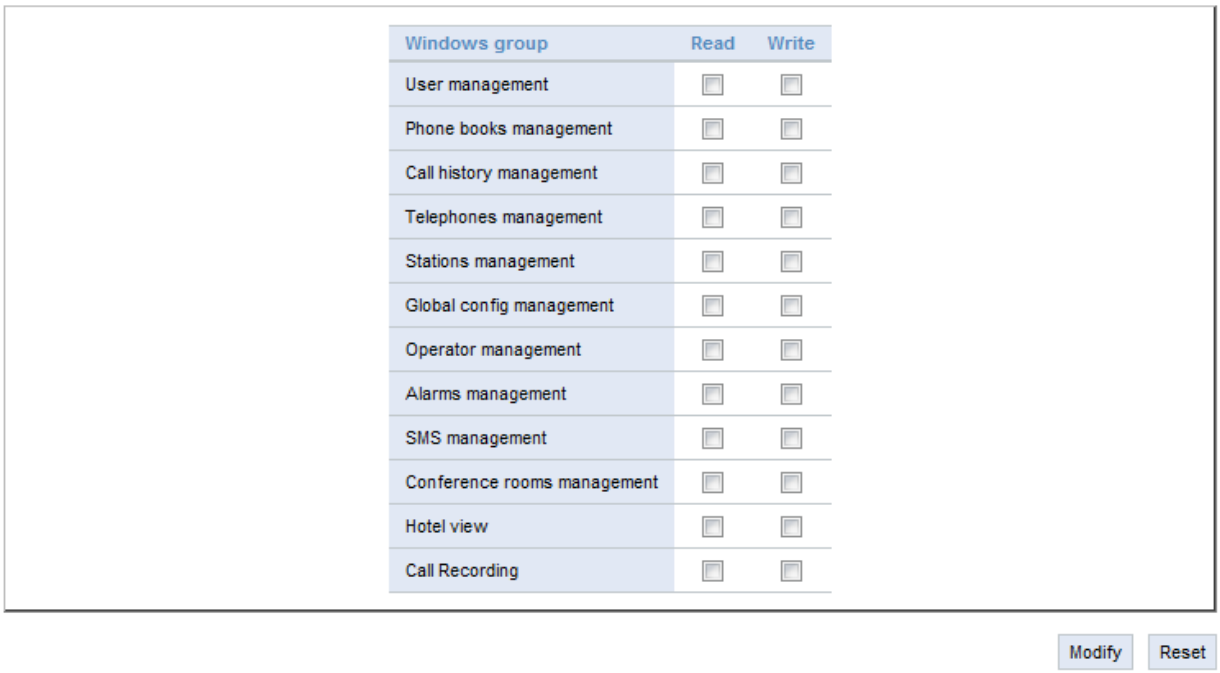
You can use 2N® – Netstar Assistant for an easy and comfortable configuration and administration of most user functions. Of course, you need the PBX administrator for configuration, but most user settings can be delegated to the users that are assigned the SUPER / Manager / Vice Admin roles and the necessary rights.

Refer to the following subsections for the user settings and/or relevant modifying menus. The login of user 'novy' with the Manager role and full Assistant rights is shown for illustration.

6.5 User Settings

The User settings page may look different if different rights are assigned. For the maximum count of items see the figure below. Let us explain the meaning of each item. Select the User settings / User list / Select user menu and click on Edit.





Windows group	Read	Write
User management	☐	☐
Phone books management	☐	☐
Call history management	☐	☐
Telephones management	☐	☐
Stations management	☐	☐
Global config management	☐	☐
Operator management	☐	☐
Alarms management	☐	☐
SMS management	☐	☐
Conference rooms management	☐	☐
Hotel view	☐	☐
Call Recording	☐	☐

Modify Reset

- **Group – specify the user assignment to a PBX group.**
- **Login name – display the current user login.**
- **User – change the user name for key system phone identification.**
- **Alias – this parameter is used by external applications connected via the Application server. Alias in the PBX corresponds to the user name in the Active Directory. Alias and email enable the user identity to be checked in the exchange server for subsequent profile switching according to calendar events, for example. Refer to the Application server manual for more details.**
- **State – set one of the pre-defined states to be used by cooperating applications for user state identification. The pre-defined states correspond to standard states in instant messaging applications.**
- **Language – define the 2N® – NetStar Assistant language for the selected user.**
- **Default page – set the default page to be displayed upon 2N® – NetStar Assistant launch.**
- **Image directory – define a set of images to be used in 2N® – NetStar Assistant.**
- **CSS style filename – define the 2N® – NetStar Assistant appearance.**
- **User calling message – enter the text to be displayed to the calling users on their key system phones if they are calling a station of the user that is assigned this text.**
- **E-mail – set the user electronic mail address for user voice message forwarding. If this option is blank, the VoiceMail forwarding and voice message forwarding cannot be used.**
- **VoiceMail welcome note – enter the welcome note to be played to the calling user to announce VoiceMail forwarding within the user profile.**
- **Call recording – define whether the user calls should be recorded (always, upon request) or not.**
- **Call forwarding – refer to Subs. 3.10 for details.**
- **Pasword change - refer to Subs. 3.05 for details.**

Furthermore, user rights can be assigned. See the rights and their meanings in the list below.

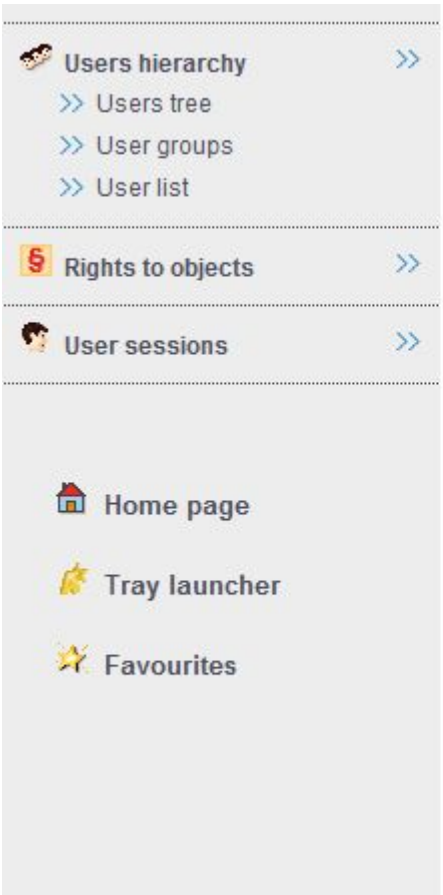
- **User management – helps view and change settings of other users.**
- **Telephone directory management – helps view and change telephone directories of other users.**
- **Call history management – helps view call histories of other users.**
- **Telephone management – helps view and change telephone settings of other users.**
- **Station management – helps view and change station settings of other users.**
- **Global configuration management – helps view and change global configuration settings.**
- **Operator management – helps view and change operator settings.**
- **Alarm clock management – helps view and change alarm clock settings.**
- **SMS management – helps view and change SMS mesages of other users.**
- **Conference room management – helps view and change conference rooms.**
- **Hotel view – helps view and manage alarm clocks and emergency alerts in hotel structures.**
- **Recorded calls – helps view and manage user calls recorded.**

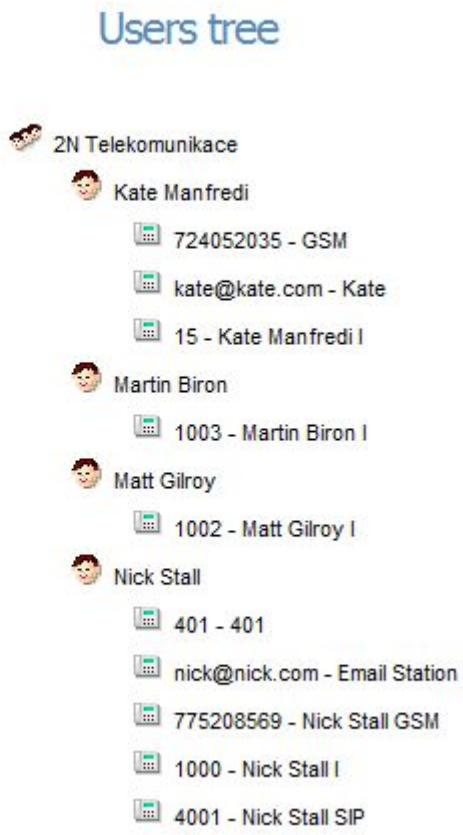
6.6 User Management

If you are assigned the User management rights, a different structure will be displayed to you in the User settings menu. In addition to your own account, you can configure accounts of other PBX users using a few windows as described below.

User Tree

Click on the User settings to display the User hierarchy and User tree, where you can see each user, its group and stations. Click on an item to display the item settings. You can change group names and click on stations to display their settings, refer to S. 4.



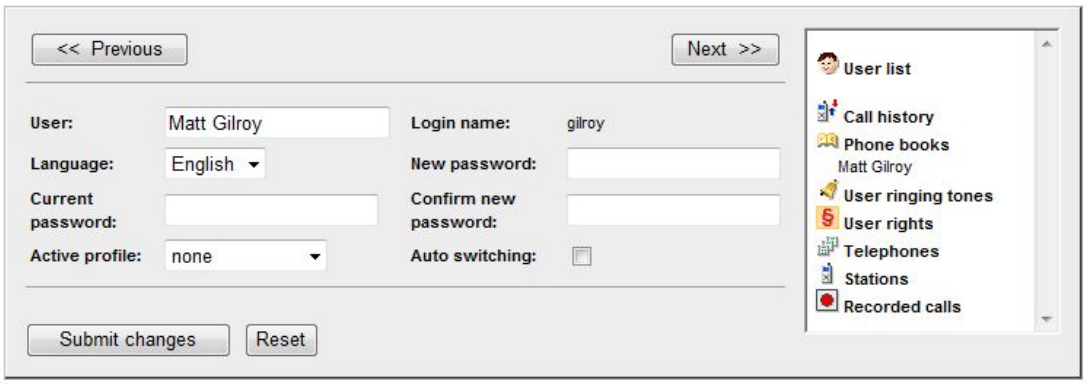


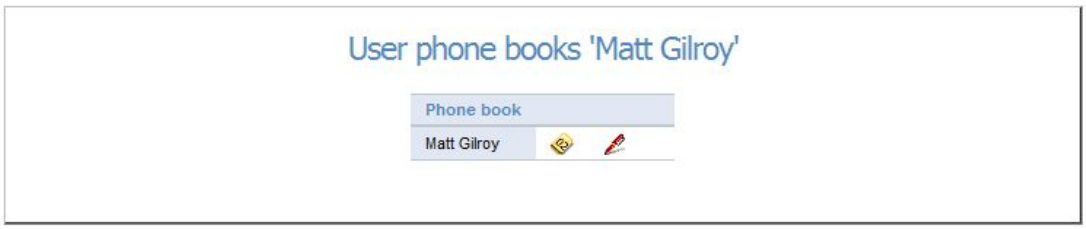
Click on a user to open a special administration menu as shown in the figure below. It is called the User panel. There you can easily set basic parameters for an account, such as user name, language, password and profile, and enable automatic profile switching.

If a user forgets the password, you can change the user password without knowing the old one. All you have to do is enter a new password, confirm and save the change. From now on the user may use this new password for login.

Click on Default to restore the default values or on Confirm changes to save the changes. Push the Previous and Next buttons to proceed to other PBX users according to the database sequence. The links in the right-hand screen section help you perform advanced account management. Click on the links to open the basic menu with settings as shown in the telephone directory menu below.

- **User list - you will be forwarded to the User list window, see below.**
- **Call history - opens the call history window for the selected user.**
- **Telephone directories - helps manage the telephone directory for the selected user.**
- **Ringing tones - helps define ringing tones for the selected user.**
- **User rights - displays the list of rights assigned to the selected user. If you are authorised to assign rights, you can do so here.**
- **Telephones - displays a list of user telephones.**
- **Stations - here you can easily make user station settings such as active/inactive state, ME enable/disable and Edit for complete station settings.**
- **Recorded calls - displays a list of recorded calls for the selected user.**



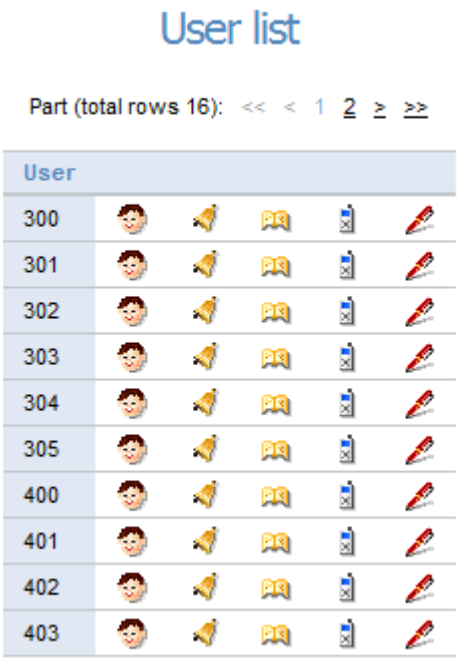


User Groups

The User groups window displays all groups created in your PBX. You can edit the name and telephone directory for each group, add other PBX telephone directories and create a new general telephone directory.

User List

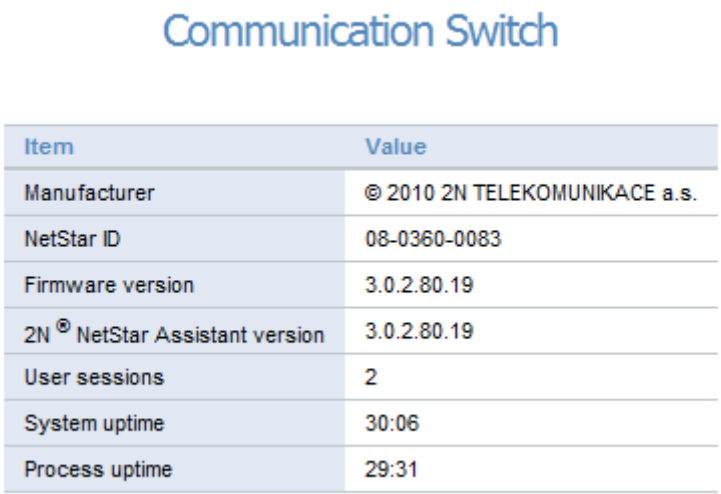
The User list displays an alphabetical list of all PBX users. A link refers to the most frequently used parameters such as user panel, ringing tones, telephone directories, stations and user settings as described in Subs. 6.05.

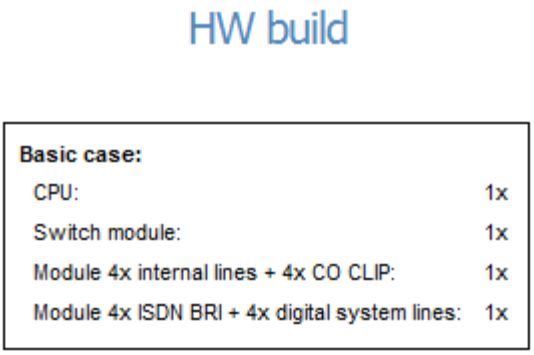


6.7 Configuration Management

In the Admin login or if you are authorised to manage the global configuration, find the Configuration tag on the main toolbar and links to the following pages in it.

PBX - enter this section to display the PBX HW and SW information. The SW build includes, among others, your PBX firmware version. The HW build displays the components of your 2N® NetStar system.




HW build
Basic case:
CPU: 1x
Switch module: 1x
Module 4x internal lines + 4x CO CLIP: 1x
Module 4x ISDN BRI + 4x digital system lines: 1x

-

Licence - display a list of available licences including their validity terms and histories. Display the licence downloading history to know when a licence was added.

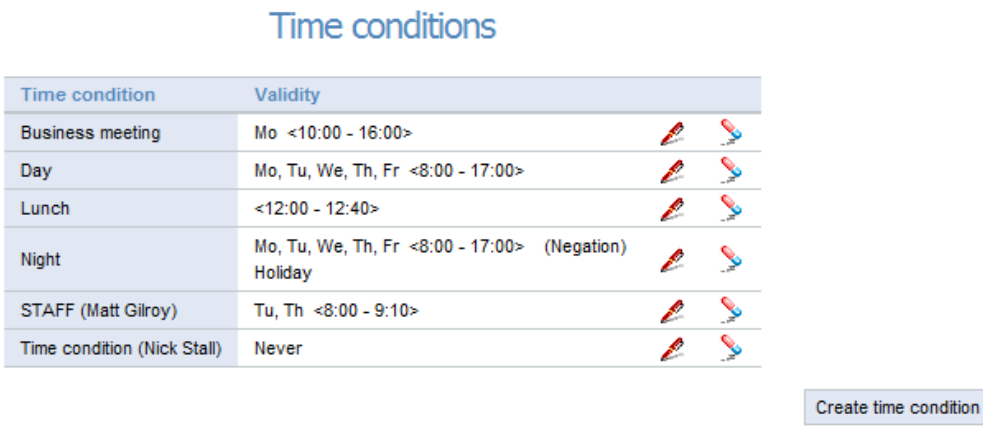
License

Item	Value
NetStar ID	08-0360-0083
Name	2n
Company	2n
E-mail	mlejnek@2n.cz
Services	2N ® NetStar Assistant - Users: 10 2N ® NetStar Assistant Server - Users: 20 2N ® NetStar Assistant CTI 2N ® NetStar Assistant Hotel Mobility Extension - Users: 100 Voicemail - Users: 100 Operator - Users: 10 SMS messages - Users: 100 CallBack - Users: 100 Auto CLIP - Users: 100 Conference - Users: 30 Conference - Conference rooms: 10 Event reporter: YES Call Recording: 20
HW components	PRI: 13 (CHAN: 390) SIP: 30 (CHAN: 30) BRI: UNLIMITED S0: UNLIMITED UPN: UNLIMITED AVL: UNLIMITED ASL: UNLIMITED GSM: UNLIMITED AUX: UNLIMITED BIO: UNLIMITED MODEM: YES

Settings - display the 2N® NetStar Assistant administration settings. The parameters defined here are saved in the PBX Global data section. Refer to Subs. 6.02 of this manual.

Administration settings

Time conditions - display the list of all your 2N® NetStar time conditions. You can edit and delete all time conditions. The time conditions added by users are labelled with the respective user names in the parentheses behind the condition name.

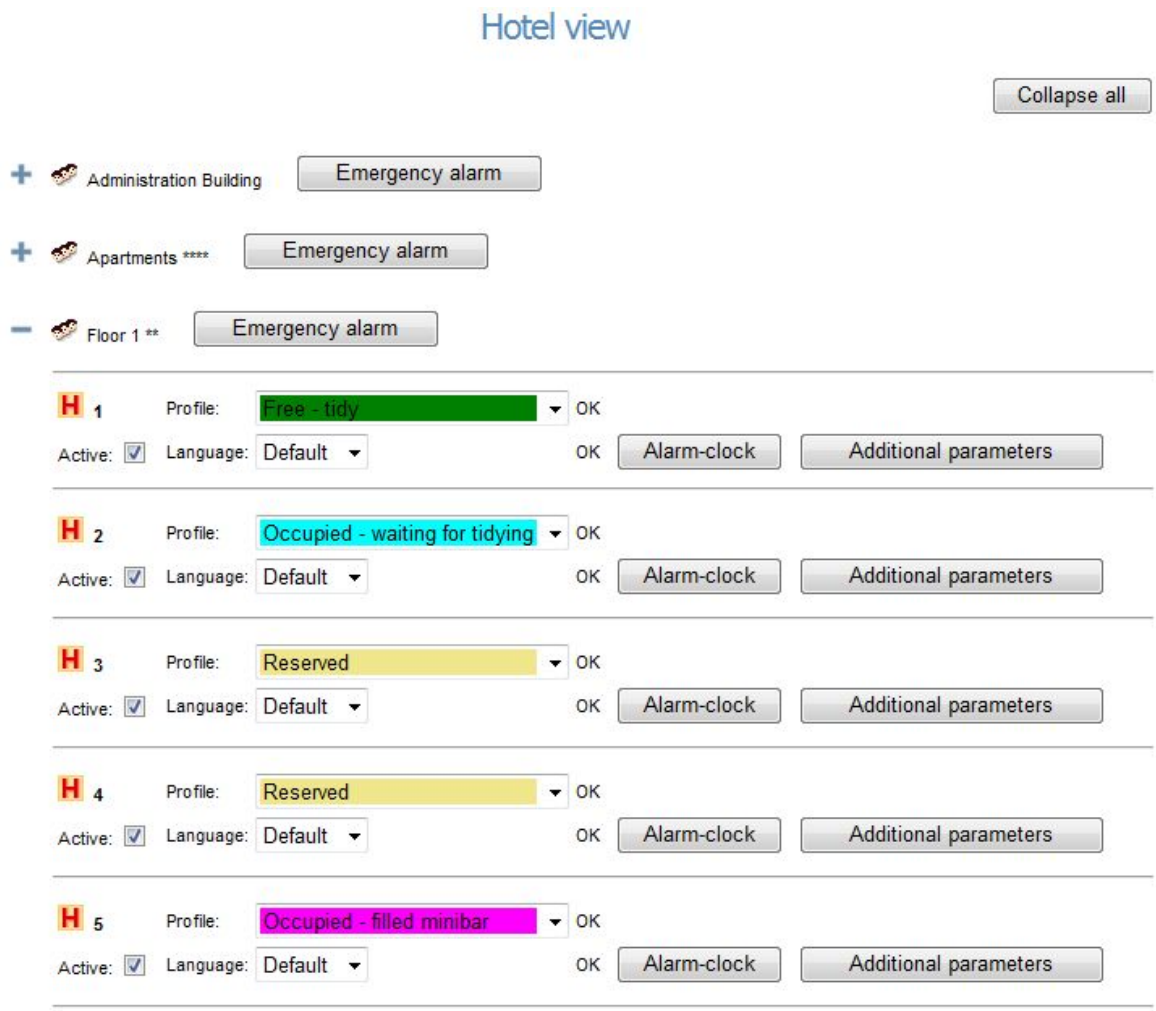


6.8 Hotel Management

The Hotel view is a special licenced view of the PBX used when your 2N® NetStar structure is a Hotel. This selection is made in the initialisation wizard upon the first PBX installation, or after the factory reset. The menu gives a clear overview of hotel floors and apartments/rooms. The tag provides two types of PBX view: Simple view and Hotel view. The Simple view displays all floors (groups) and apartments (stations) including their profiles, which can be modified. This view is useful, for example, for the reception clerk to see which room is currently vacant and set the reservation/cleaning request promptly.

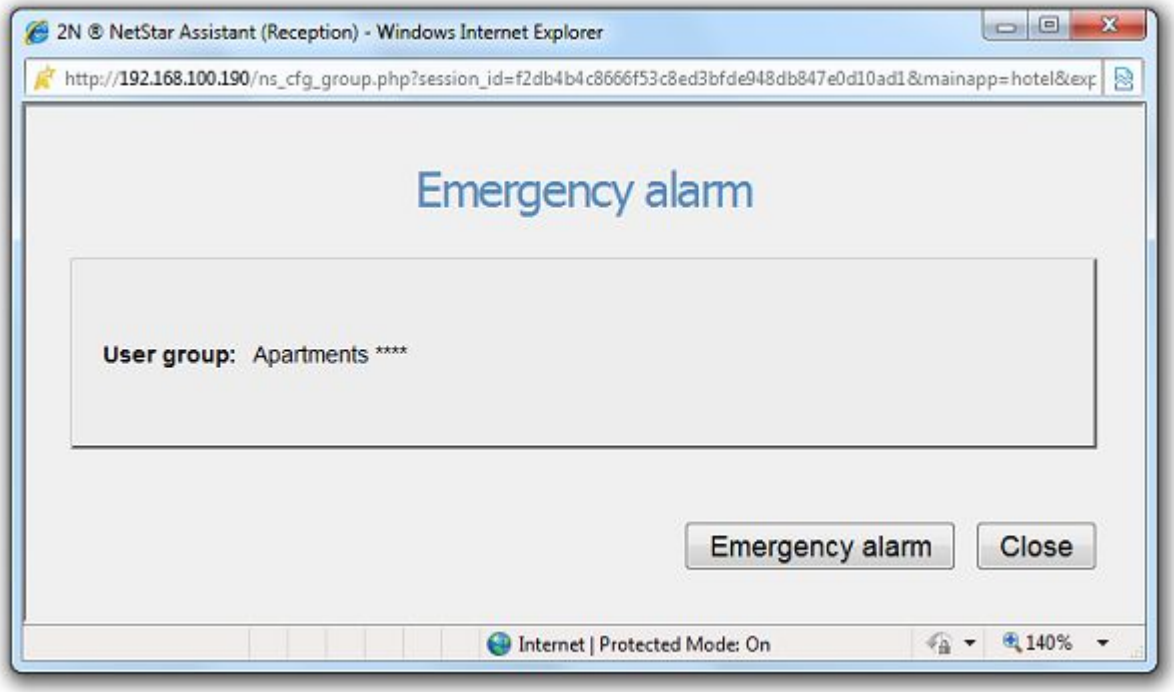
Hotel view - Simple view
Administration Building
Cleaning Profile: none OK
Office Profile: none OK
Reception Profile: none OK
Restaurant Profile: none OK
Technology Profile: none OK
Apartments ****
10 Profile: Reserved OK
11 Profile: Occupied - tidy OK
Floor 1 **
1 Profile: Free - tidy OK
2 Profile: Occupied - waiting for tidying OK
3 Profile: Reserved OK
4 Profile: Reserved OK
5 Profile: Occupied - filled minibar OK

The Hotel view is the other option. This view displays a similar structure enhanced with additional settings. You can unpack floors (groups) as you currently need them without searching the page. Moreover, the Emergency alarm control element is permanently available to all groups.
Refer to the figure below for the Hotel view.



Emergency Alarm

Push the Set emergency alarm button and confirm the button settings in the next window to enable emergency alarm. The emergency alarm will start alerting in 20 seconds. 2N® NetStar Assistant is reponsible for emergency alerting of all stations in the group for which the alarm was enabled. The 20s timeout enables the emergency alarm to be cancelled in the case of error as it cannot be cancelled once alerting starts. The moment all stations are answered and the voice message is heard, 2N® NetStat Assistant considers the emergency alarm process terminated. If a station fails to answer or rejects the emergency alarm call, it will be redialled after a preset time interval, which is identical with the alarm clock interval, i.e. three times within three minutes. If the calls are still unsuccessful, the station will not be alerted any more.



Caution!

- **Emergency alarm calls are not made to inactive stations!**

Caution!

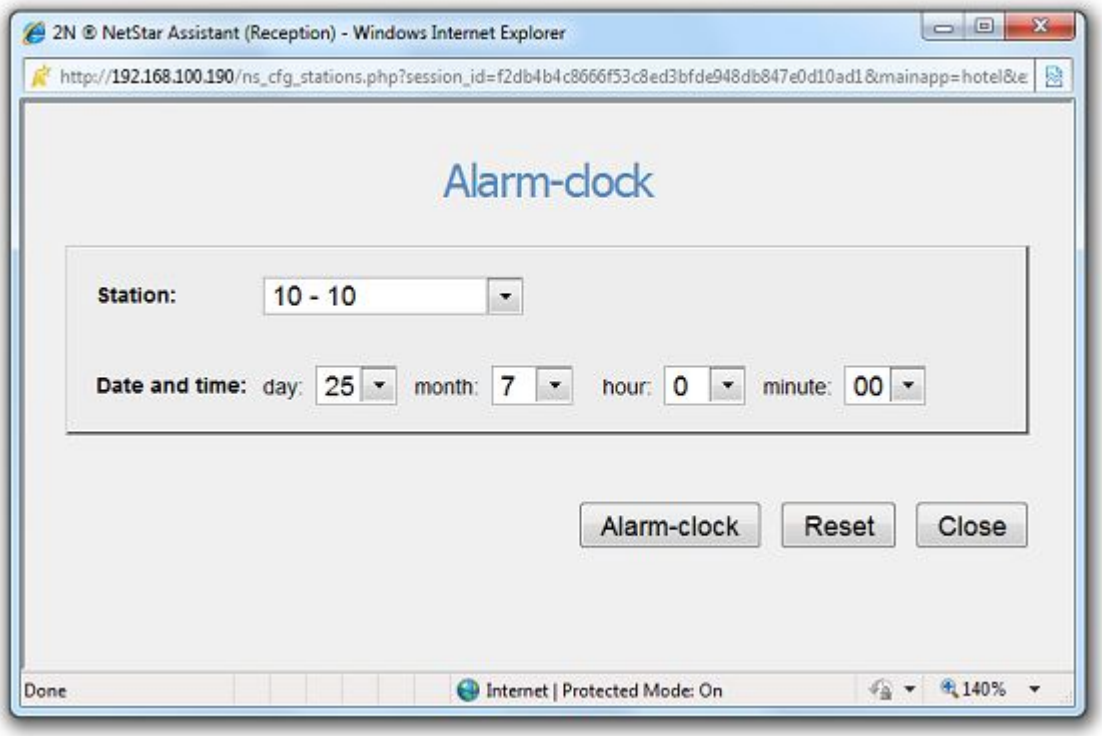
- **If the 2N® NetStar PBX is switched off after alarm activation and before alerting, e.g. due to power failure, 2N® NetStar Assistant remembers the alarm activation and re-activates alarm in 40s after the PBX emergency power on. If the PBX is switched off during alerting, no alarm re-activation is made.**

Station Management

You can use several controls to assign station parameters to apartments. See the figure below. Let us provide some details.

Active - define whether or not a station should be active. An inactive station is inaccessible to other users (all incoming calls are terminated), but can set up calls.
Language - select the language version for the 2N® StarPoint key system phones.
Set alarm clock - push the button to activate the alarm clock service for a station.

The alarm clock setting window gets displayed.



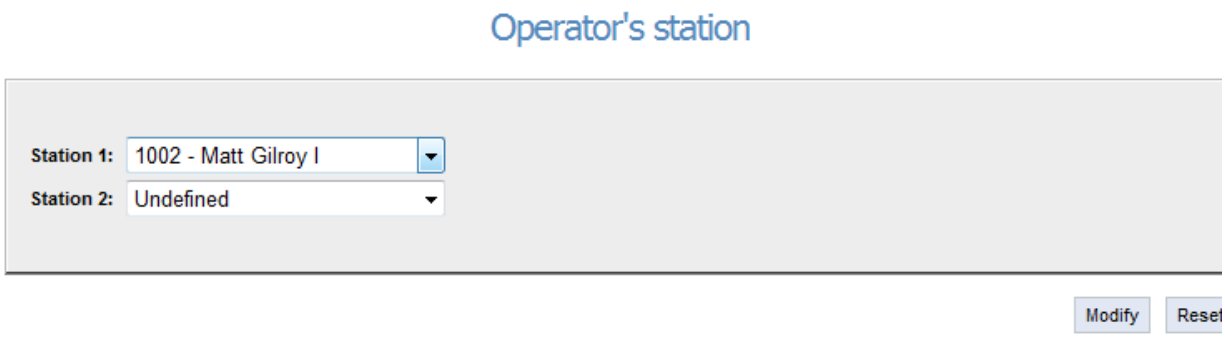
You can configure Other settings depending on the type of the station connected. Refer to Section 4.

6.9 Operator Management

The Operator tag is subject to licence and you can display it if authorised so. The tag has three sections: Station states and Operator stations are relevant for operator management and Bundles will be referred to in the next subsection.

Operator Stations

Define which of the stations should be operator ones. This means that they will be monitored and their incoming calls will be processed by 2N® NetStar Assistant. There may be up to 2 operator stations with an active queue. Ask your PBX administrator for the active queue setting if unavailable.



Station States

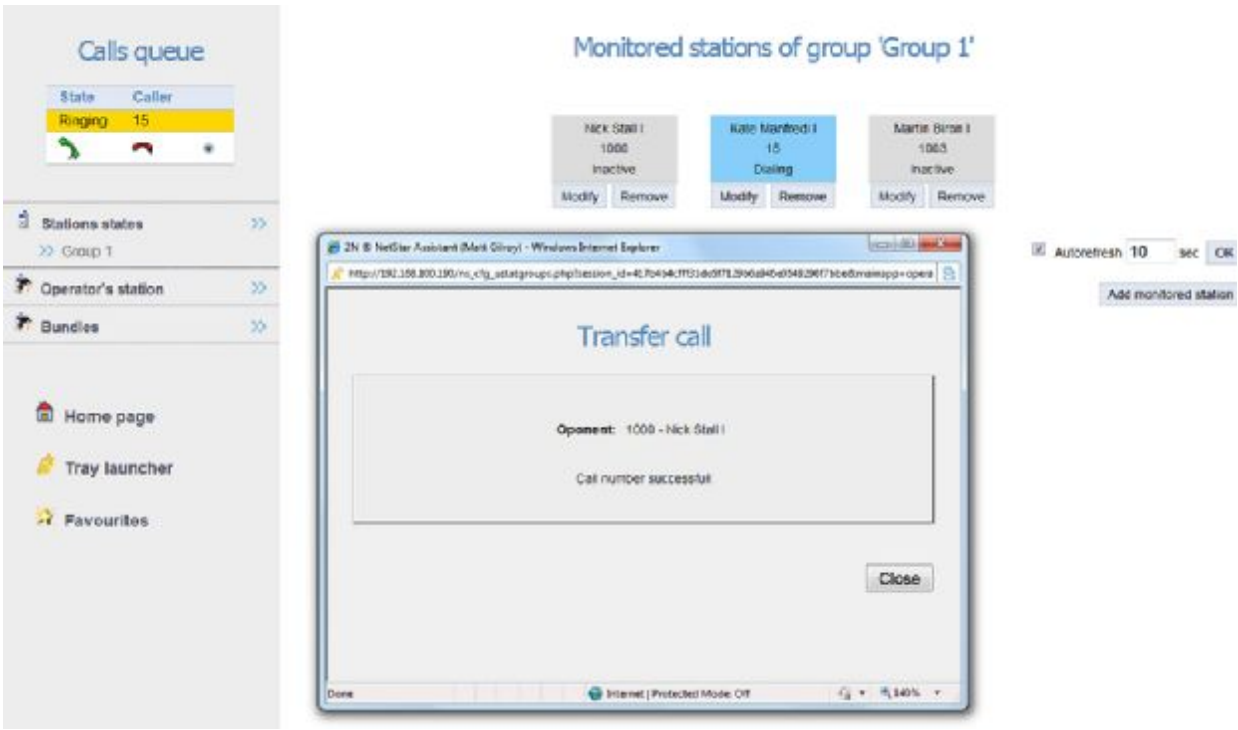
Entering the Station states menu for the first time you will probably find no stations here. Therefore, click on Add monitored stations, enter the station name and push Add. You can display, name or delete any new station.

Now display the group of stations to be monitored. No item will be seen. Click on the Add monitored station button to open a window. Here select the group to which the station to be monitored should be assigned, select a station and edit a note if necessary. Then push Add. The station will be displayed in the window of the monitored station and can be deleted or modified.

The window also includes the Auto refresh option. Click on it to update station states automatically. The minimum auto refreshing interval is 10s. Re-activate Auto refresh whenever you enter the menu.

Operator Management

If there is an incoming call to the operator station, a call queue will be displayed to the left. If you are equipped with a key system telephone and HandsFree, answer the calls using the green button next to the call queue. Click on the red handset button to reject or hang up a call. To transfer a call, tick off the call and select any of the stations monitored. You will be asked for confirmation in a new window and so confirm the selection to transfer the call.



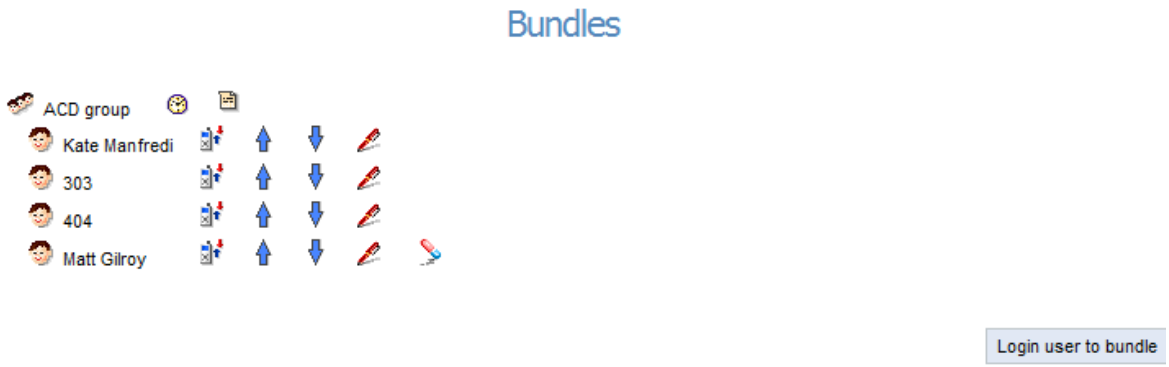
A well-arranged list of stations is displayed to the right. States are colour-coded and include a current state note to let you know which stations are busy.

If the call queue is enabled in your PBX, the queuing calls are displayed at the

operator station. Each of the queue calls has an arrow for you to prefer the call if necessary. See the figure above.

6.10 Operator Management - Bundles

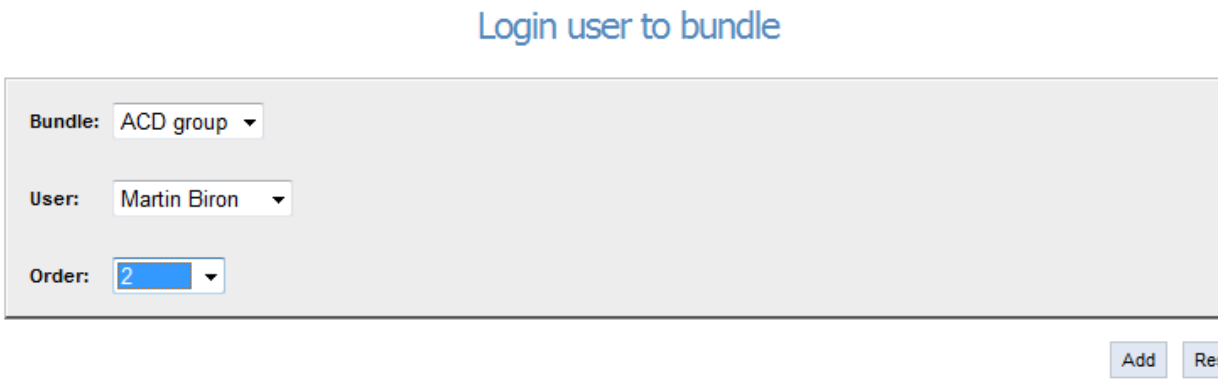
A bundle is a routing object, which enables the incoming call to be routed to one (all) of the objects included in the list of bundle objects. The object is selected according to the strategy selected. If the selected routing object is busy, the call is not necessarily terminated. Depending on the bundle setting, the call can be routed to the next routing object in the sequence after the object busy state identification or after a timeout. The PBX administrator defines the bundle parameters and let some bundles be displayed in 2N® NetStar Assistant. A properly authorised user can then add users, set the No answer timeout and manage numbers of the stations to be billed.



ACD group is the bundle name. There is an icon next to it for the No answer timeout and accounted station settings.
Below are the users that are logged in to the bundle. Next to them you can use the call history icons and, using arrows, set user priority within a bundle and use the Edit and Delete buttons.

The Delete button is displayed only if the user has been added through 2N® NetStar Assistant. A user assigned by the Admin cannot be deleted.

User Login to Bundle

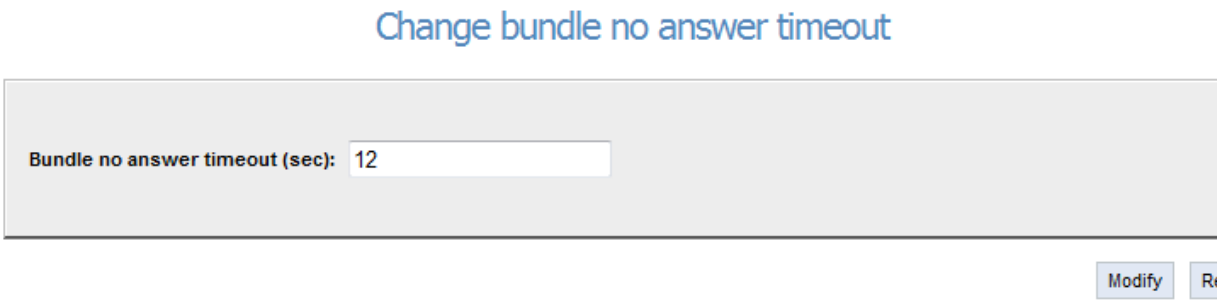


- **Bundle - use the parameter to select the bundle for user adding.**

- **User - set the user to which an incoming call or SMS message should be routed.**
- **Order - set the bundle location for user adding.**

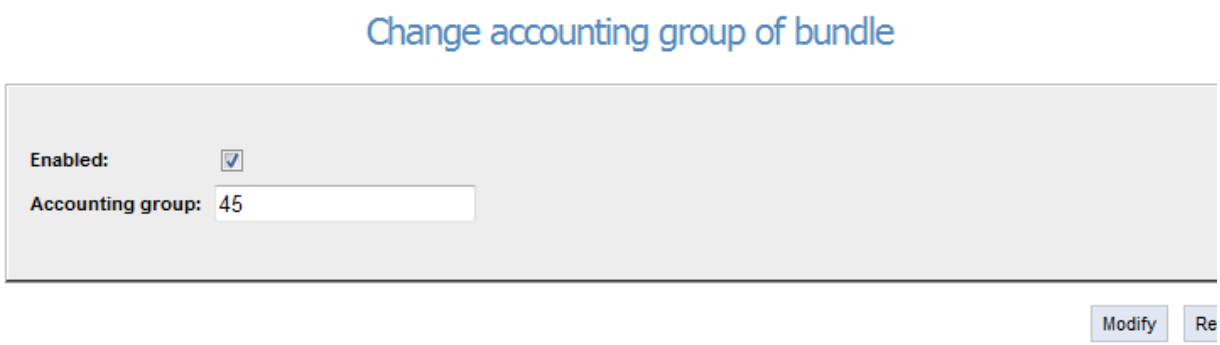
If you leave the default value in the last-named parameter, the user will be added to the end of the list.

No Answer Timeout Setting



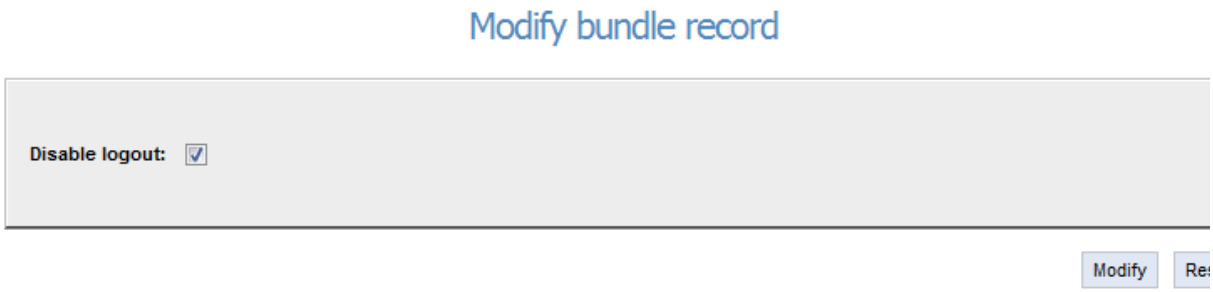
No answer timeout [s] - specify a timeout for transition to another bundle row at no answer.

Accounting Group Setting



Accounting group - enable adding of the selected group number to the accounting record for the selected object for cost distribution purposes.

User Logout Disable

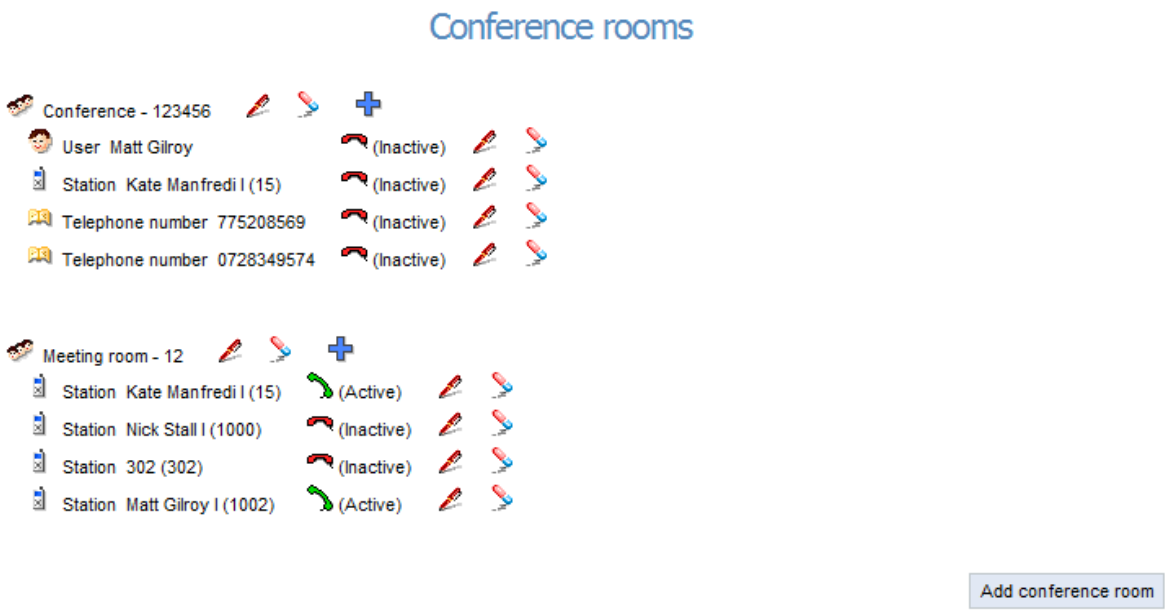


Disable logout - if this option is ticked off, the user/station cannot log out using the Logout button from bundle service. If the user tries to log out, an error message is displayed.

6.11 Conference Room Management

Use this menu to configure conference rooms and define authorised users. The conference room is a conference with pre-defined participants so that the users do not have to be dialled using the service in advance. Additional participants may join the conference during the call of course. This function is subject to licence, so make sure that the available count of conference room licences is sufficient for successful operation (one conference room requires one licence).

The menu shows all conference rooms that were made visible to your group in 2N® NetStar Assistant. If there are unused conference room licences, the Add conference room button is available.

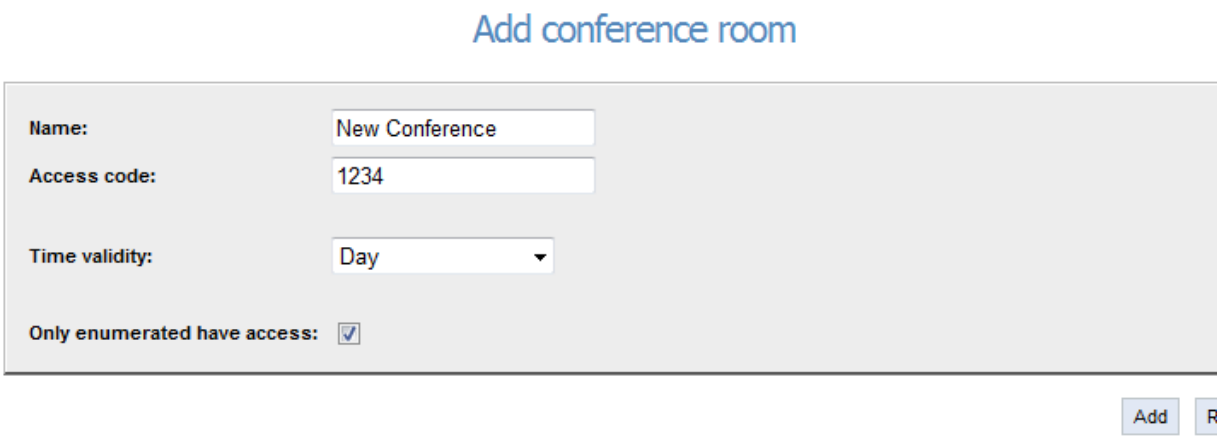

Conference rooms
Conference - 123456
User Matt Gilroy (Inactive)
Station Kate Manfredi I (15) (Inactive)
Telephone number 775208569 (Inactive)
Telephone number 0728349574 (Inactive)
Meeting room - 12
Station Kate Manfredi I (15) (Active)
Station Nick Stall I (1000) (Inactive)
Station 302 (302) (Inactive)
Station Matt Gilroy I (1002) (Active)
Add conference room

The name and access code are displayed for each conference room. Use the *2# access code # service to enter the conference room. When you get access to the conference room, alerting of the defined destinations will be initiated as pre-programmed and you will be played the Welcome to conference voice message. You can also edit (see below) the conference room and delete/add a conference participant.

The pre-defined conference participants are displayed below the name including their station numbers and states, where 'inactive' means idle and 'active' means taking part in the conference. You can edit and delete any destination.

Conference Room Adding and Management

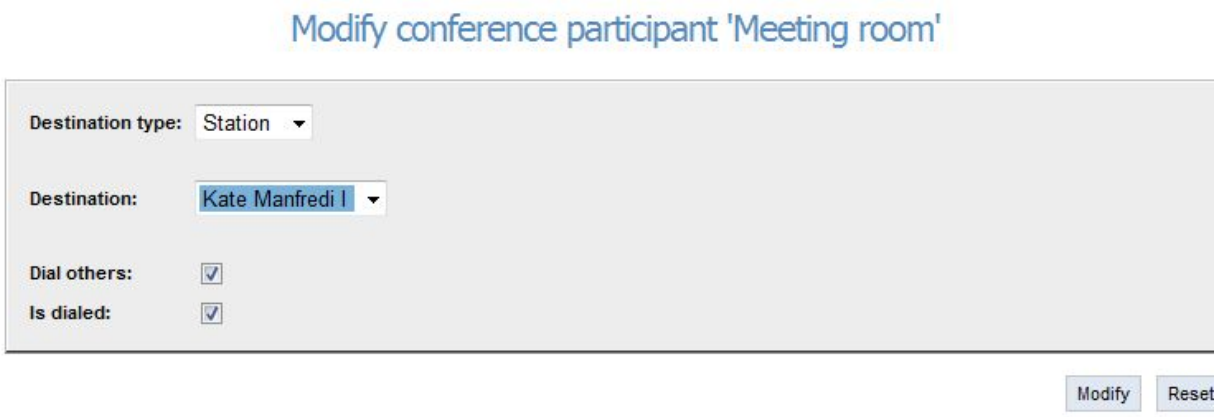
Click on the Add conference room button to open the following window. Refer to the description below for details.



- **Name - enter the name of a new conference.**
- **Access code - set a unique access code for each conference room for identification within the service.**
- **Time condition - define a time condition to time restrict the use of a conference room. If no time condition is selected (---), the conference room is available continuously.**
- **Access for selected only - use the parameter to restrict the conference room for selected users only. Access of users other than selected is rejected.**

Conference Participant Adding and Editing

Click on the + icon to add a conference participant. You will proceed to the Add conference participant 'Conference name' window. Refer to the description below for details.



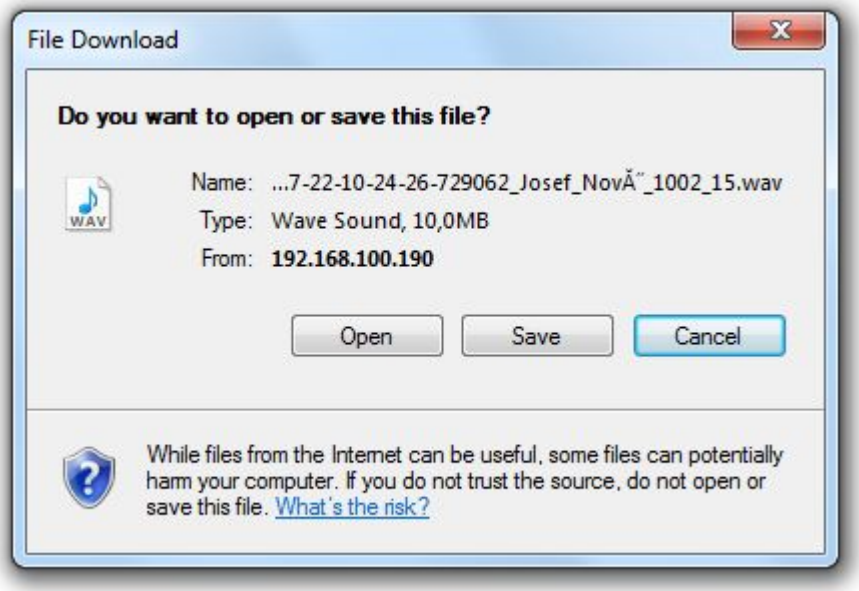
- **Destination type - select a user, station or address.**
- **Destination - select a particular station or user.**
- **Dial others - set whether or not the user has the right to call a conference for the conference room.**
- **Be dialled - set whether or not the user should be dialled during conference room calling.**

6.12 Recorded Calls

User Login

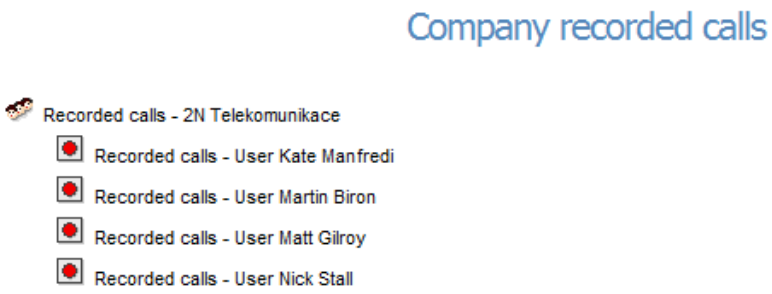
The Recorded calls menu provides a comfortable management of recorded calls. If you have the right to see the recorded calls, you can play and save them. If you have the right to edit, you can delete the recorded calls too. A deleted record is deleted from the PBX memory and/or connected storage too. You can also filter the calls in the Recorded calls window according to the opponent's name. Click on Abort filter to quit filtering.

Click on the PLAY icon to play and/or save a call record. A new window gets displayed with the required options.


File Download
Do you want to open or save this file?
Name: ...7-22-10-24-26-729062_Josef_NovÃ¨_1002_15.wav
Type: Wave Sound, 10,0MB
From: 192.168.100.190
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Manager Login

If you have the Manager login, you have access to the Company recorded calls menu too. The list includes all users in the group and, by clicking on a user name, you will display all recorded calls of the user. Work with the menu as with the menu above.


Company recorded calls
Recorded calls - 2N Telekomunikace
Recorded calls - User Kate Manfredi
Recorded calls - User Martin Biron
Recorded calls - User Matt Gilroy
Recorded calls - User Nick Stall

Admin Login

If you have the Admin login, you can access recorded calls too either in the User panel or User hierarchy in the User groups window. The Recorded calls option is available to you in the window. Click on the REC figure to proceed to the list of all users in the group and then click on a user name to display the recorded calls of the user.

Group recorded calls '2N Telekomunikace'

Recorded calls - User Kate Manfredi

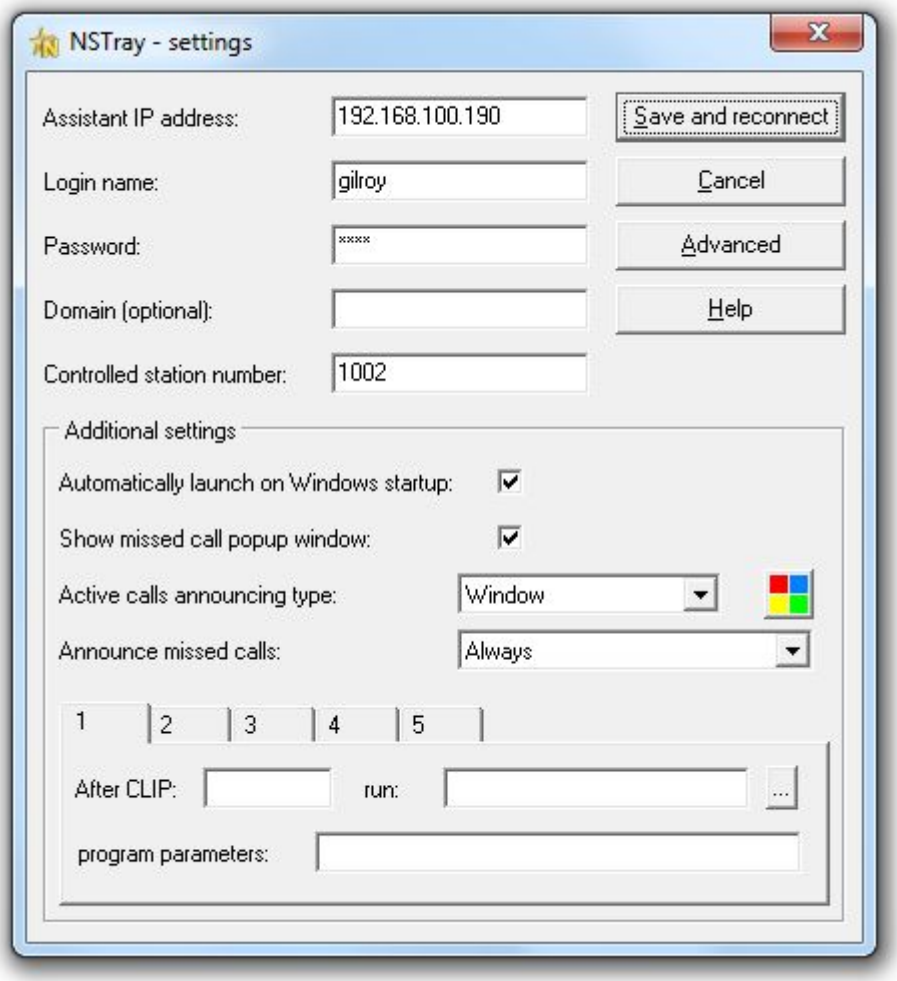
Recorded calls - User Martin Biron

Recorded calls - User Matt Gilroy

Recorded calls - User Nick Stall

6.13 Tray Launcher Settings

This subsection provides a summary of the Tray launcher advanced settings. Click on the Tray launcher with the right mouse button to display the menu and select the setting option to display the Tray launcher setting window. The window includes all the parameters that you defined during installation. Refer to the text below for details and, for parameters relevant for the Tray launcher, examples.



- **Assistant IP address - enter the IP address or domain name of the PC on which the 2N® NetStar Assistant Server is running as described in 5.1.**
- **Login name - set a name for login to the 2N® NetStar Assistant web interface.**
- **Password - set a password for login to the 2N® NetStar Assistant web interface.**
- **Domain (optional) - enter this parameter only under the direction of your network administrator (for login only).**
- **Monitored station number - enter the number assigned to your station.**
- **Save and reconnect - press the button to save the changes into registers and restart the application.**

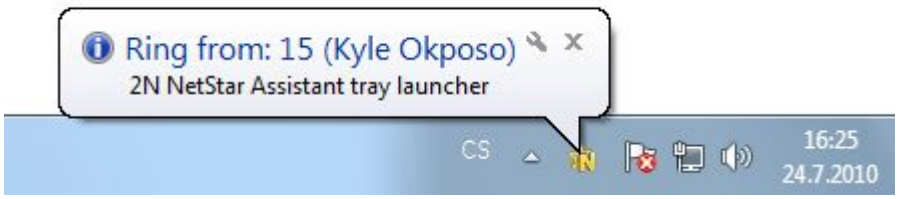
Caution!

- **Terminate and restart the application. Re-log in to 2N® NetStar upon power up. This may take some time depending on the system load, typically 30s. Do not use the Tray launcher until the new setting is accepted and a message occcurs announcing that the station is logged in and monitored.**

- **Cancel - leave the original setting and terminate configuration.**
- **Advanced - open advanced settings for the Tray launcher. Refer to the text below for more details.**
- **Help - open the Help window.**

Advanced Settings

- **Automatically launch on Windows startup - tick off this option to activate Tray launcher automatically upon your PC power up.**
- **Show missed call popup window - use this option to display a pop-up window in the middle of the screen to announce a missed call to the user.**
- **Active call announcement type - choose one of the two available options according to your needs.**
  - **Balloon - display announcement in the form of a traditional system information balloon.**



  - **Window - display announcement in a window generated by the Tray launcher.**

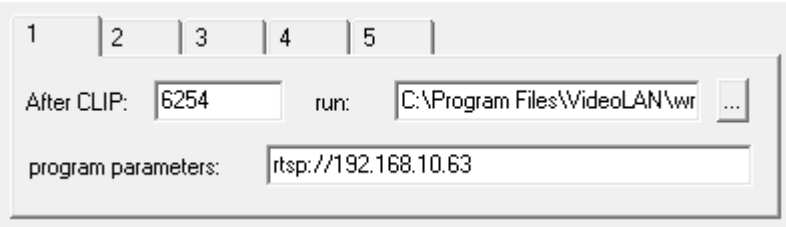
  - **None - display no line status information.**
- **Announce missed calls - specify the type of missed call announcement.**

- **Always - the Tray launcher displays information regardless of the currently active call.**
- **If no call is active only - the Tray launcher does not display information until the active call ends.**

Open Application upon Incoming CLIP

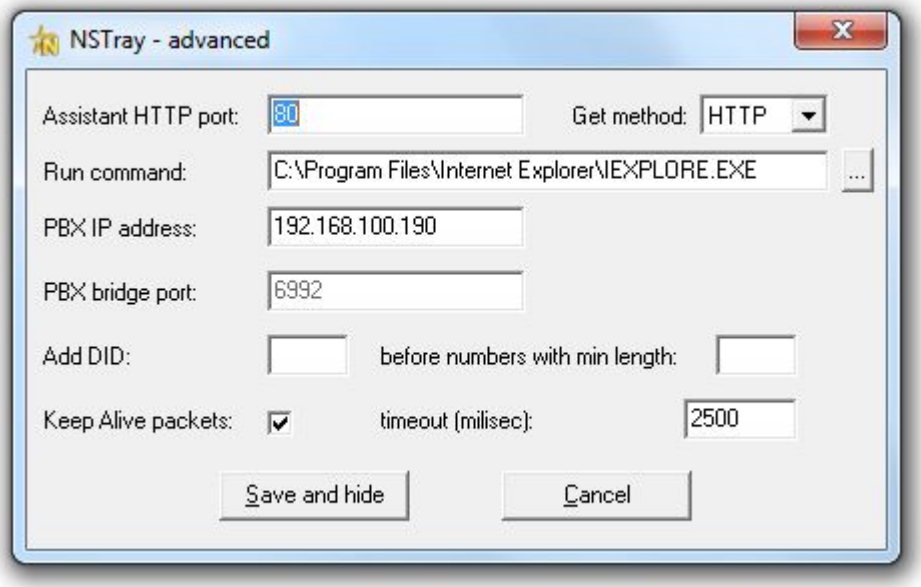
This menu section helps you set the application function that is able to recognise incoming calls and identify the calling number, and open the appropriate application according to the available settings. There are 5 tags in the application, which means that up to 5 numbers can be specified and processed. The example below shows a simple and frequent use with a door access communicator.

Suppose we have a door access communicator with an IP camera, e.g. 2N® Helios IP, with number 6254. The receptionist uses the Tray lancher to see the CLIP and all missed calls. Set the application as follows: enter the door communicator number 6254 into the 'upon CLIP' field and let run a program able to launch streamed video. To do so, specify the path to the program .exe file into Launch and enter the door communicator address and the video stream protocol as the parameter - rtsp://192.168.10.63. From now on, when this door access communicator makes a call, a video player will be switched on for the receptionist to see the person in front of the door.



Advanced

Click on the Advanced button to open an additional advanced setting menu of the application. Refer to the text below for details.



- **Assistant HTTP port - specify the port on which your 2N® NetStar Assistant is working if you do not use default settings.**
- **Get method - select the preferred method: either HTTP or HTTPS.**
- **Run command - specify in which browser 2N® NetStar Assistant should be launched by the left mouse-click on the Tray launcher.**
- **PBX IP address - enter your 2N® NetStar IP address as advised by your network administrator.**
- **PBX bridge port - this parameter cannot be set. It specifies the library communication port for PBX communication. This port must be allowed if you use the NAT between the PC and the PBX.**
- **Add DID - before numbers with min length - these parameters are tied together. They specify the DID to precede numbers with minimum length replacing the prefix used in the PBX.**

  Suppose your PBX DID to the GSM network is '0'. Set the Tray launcher to pre-dial '0' for you. Enter '0' into the Add DID field and '9' into the numbers with min length. Now you can call GSM numbers from the Tray launcher as follows: you dial 777515668 but 0777515668 will be actually dialled.

- **KeepAlive packets - specify whether or not the KeepAlive packets should be sent.**
- **Timeout (ms) - set the time interval between the KeepAlive packets.**

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MM 1618v3.0.0